

A MESSAGE FROM THE DIRECTOR

Greetings,

The Rhode Island Department of Elderly Affairs is the state's primary agency devoted to the development, implementation, and monitoring of community-based programs and services for seniors and adults with disabilities. As such, we are pleased to provide you with the Pocket Manual of Elder Services. This Manual serves as a simple, concise guide to programs and services in the state that promote and enhance independence and dignity.

Our mission is to ensure excellence in service, advocacy, and public policy. Over the years, this mission has evolved to respond to the changing needs of our constituents. One of the main products of this evolution was the creation of THE POINT. THE POINT is a multi-lingual, one-stop call center for information and referral for programs and services that support seniors, adults with disabilities, and their families and caregivers. If there are resources that you are unable to find in this Pocket Manual, you can call THE POINT and the staff there will be able to help.

Whether you are a senior, an adult with a disability, a caregiver, a service provider, or a family member, we hope that this Pocket Manual will serve as your entry to the services you need.

Sincerely,

Corinne Calise Russo, Director
Rhode Island Department of Elderly Affairs

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INFORMATION AND REFERRAL

THE POINT

THE POINT is Rhode Island's Aging and Disability Resource Center (ADRC). It is a one-stop call center for information and referral for programs and services that support seniors, adults with disabilities, and their families and caregivers. THE POINT staff provide information in multiple languages regarding topics such as long term care and community care options, health insurance, medication assistance, Medicare and the Medicare Prescription Drug Program (Medicare Part D), Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE), and Medicaid. If there are resources that you are unable to find in this Pocket Manual, you can call THE POINT and the staff will be able to help.

THE POINT in Warwick

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m.
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

THE POINT at United Way/211

Phone: 211 **TTY:** 519-0674

Address: 50 Valley Street, Providence, RI 02909

Website: www.211ri.org

THE POINT at Ocean State Center for Independent Living (OSCIL)

Phone: 738-1013 **TTY:** 738-1015

Address: 1944 Warwick Avenue, Warwick, RI 02889

Website: www.oscil.org

Regional POINTS

The Department of Elderly Affairs partners with these

regional POINTS:

Cranston Senior Services	780-6000
Johnston Senior Center	944-3343
Child & Family Service of Newport	849-2300
Pawtucket: Leon Mathieu Senior Center	728-7582
Providence: St. Martin dePorres Center	274-6783
South County Community Action	789-3016
West Warwick Senior Center	822-4450
Woonsocket Senior Services	766-3734

Ask Rhody

Ask Rhody is Rhode Island's social service website, which provides information on services for seniors and adults with disabilities, such as the Medicare Savings Program, Medicaid, or General Public Assistance.

Website: www.askrhody.org

Eldercare Locator

The Eldercare Locator is a nationwide service to help individuals find information about community services for older people anywhere in the United States and its territories. The Eldercare Locator can connect callers to information sources for such services as home delivered meals, transportation, legal advice, adult day care, home health services, housing options, and much more. Information is available in 150 languages. While the call to the Eldercare Locator service is free, the subsequent call to the information and referral service in another state may not be free.

Phone: 1-800-677-1116

Hours of operation: Monday through Friday from
9 a.m. to 8 p.m.

Website: www.eldercare.gov

Family to Family Resource Center of Rhode Island Parent Information Network (RIPIN)

RIPIN provides information, support, and training to empower parents, families, individuals, and family-serving professionals to become effective advocates for themselves and the people in their care. RIPIN offers a number of health and education projects and services for people of all ages, as well as workshops and trainings.

Phone: 727-4144

Address: 175 Main Street, Pawtucket, RI 02860

Website: www.ripin.org

Options for Working Families

Options for Working Families provides information and referral for eldercare and care for individuals with disabilities.

Phone: 946-2300

Address: 1441 Park Avenue Suite B, Cranston, RI 02920

Website: www.optionsforfamilies.org

PARI

PARI can provide disability and community related information to all individuals with disabilities, family members, services providers, and community members.

Phone: 725-1966

Address: 500 Prospect Street, Pawtucket, RI 02860

Website: www.pari-ilc.org

ADULT DAY SERVICES

These centers, licensed by the Department of Health, provide frail and functionally challenged adults, including those with Alzheimer's disease and related dementia, with care and supervision in a safe environment. Therapeutic services, recreation and health services, support groups, meals, medication management, and respite for caregivers are among the services provided.

Bristol Cornerstone Adult Services

Phone: 254-9629

Address: 172 Franklin Street, Bristol, RI 02809

Coventry Cornerstone Adult Services

Phone: 822-6212

Address: 60 Wood Street, Coventry, RI 02816

Cranston Adult Day Service

Phone: 780-6243

Address: 1070 Cranston Street, Cranston, RI 02920

Website: www.cranstonri.com

Cranston: Hope Alzheimer's Center

Phone: 946-9220

Address: 25 Brayton Avenue, Cranston, RI 2920

Website: www.hopealzheimerscenter.org

Cranston: Victoria Court Adult Day Services

Phone: 946-5522

Address: 55 Oaklawn Avenue, Cranston, RI 02920

Little Compton: Nancy Brayton Osborn

Phone: 635-2358

Address: 115 East Main Road, PO Box 545,
Little Compton, RI 02837

Middletown: Forest Farm Adult Day Services

Phone: 849-8326

Address: 193 Forest Avenue, Middletown, RI 02842

Website: www.forestfarmhealthcare.com

North Providence: Fruit Hill Day Services for the Elderly

Phone: 353-5805

Address: 399 Fruit Hill Avenue, North Providence, RI 02911

North Providence: Generations Adult Day Health Center

Phone: 725-6400

Address: 1073 Mineral Spring Avenue, North Providence, RI 02904

North Providence: Steven N. Picillo Community Center

Phone: 723-7730

Address: 2 Volturmo Street, North Providence, RI 02904

Website: www.fogartycenter.org

Pawtucket: New Horizons Adult Day Center

Phone: 727-0950

Address: 426 Main Street, Pawtucket, RI 02860

Website: www.blackstonehealth.org

Providence: Jewish Seniors to Life Center

Phone: 351-2440

Address: 100 Niantic Avenue, Providence, RI 02907

Website: www.jsari.org

Providence: PACE (Program of All Inclusive Care for the Elderly) Phone: 490-6566

Address: 225 Chapman Street, Providence, RI 02905

Website: www.pace-ri.org

Smithfield: Dora C. Howard Centre, Ltd.

Phone: 949-3890

Address: 715 Putnam Pike, Smithfield, RI 02828

Website: www.dorachoward.com

South Kingstown Adult Day Services

Phone: 783-8736

Address: 283 Post Road, Wakefield, RI 02879

Website: www.southkingstownri.com/seniors

Warren: The Willows Adult Day Care

Phone: 245-2323

Address: 47 Barker Ave, Warren, RI 02885

Website: rhodeislandnursing.net

Warwick: Cornerstone Alzheimer's Care Center

Phone: 739-2844

Address: 140 Warwick Neck Avenue, Warwick, RI 02889

Warwick: Cornerstone Apponaug Center

Phone: 739-2847

Address: 3270 Post Road, Warwick, RI 02886

Westerly Adult Day Services

Phone: 596-1336

Address: 65 Wells Street, Westerly, RI 02891

Website: www.wadsinc.com

Woonsocket: Alternative Adult Care

Phone: 766-0516

Address: 84 Social Street, Woonsocket, RI 02895

ADVANCE DIRECTIVES, DURABLE POWERS OF ATTORNEY FOR HEALTH CARE, LIVING WILLS

Advance directives are written instructions indicating which medical care persons wish, or don't want to receive, if they are unable to communicate their wishes. Advance directives should be completed long before a health care crisis arises and they may be revoked at any time. The Durable Power of Attorney for Health Care permits persons to appoint an agent to make health care decisions on their behalf, if the need arises. With a living will, individuals direct their physicians to withhold or withdraw life-sustaining procedures.

THE POINT

Individual copies of the Rhode Island form for the Durable Power of Attorney for Health Care and Living Will are available by calling THE POINT.

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m.

T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

COMFORT ONE Program

The COMFORT ONE bracelet program at the Rhode Island Department of Health enables emergency medical service personnel to honor a terminal patient's request to avoid resuscitation in his/her last minutes.

Phone: 222-2401

Address: 3 Capitol Hill, Cannon Building, Providence, RI 02908

Website:

www.health.ri.gov/hsr/professions/ems/downloads/ComfortOne.pdf

Rhode Island Attorney General

Advance directives may also be downloaded from the RI Attorney General's website.

Phone: 274-4400

Address: 150 South Main Street, Providence, RI 02903

Website: www.riag.state.ri.us

ADVOCACY

Advocacy Organizations for Seniors

THE POINT

Seniors have opportunities to influence public policy through a number of groups such as the Rhode Island Advisory Commission on Aging, the Rhode Island Forum on Aging, and the Silver Haired Legislature. Call THE POINT for more information about any of these organizations.

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m.
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

Additional Advocacy Groups for the Elderly

The following groups also work to influence public policy for senior citizens:

AARP-Rhode Island

AARP-Rhode Island is a non-profit, non-partisan organization for those 50 and older. AARP lobbies the federal and state government for programs and services that enhance the quality of life for seniors.

Phone: 866-542-8170

Address: 10 Orms Street, Providence, RI 02906

Website: www.aarp.org/ri

George Wiley Center

The George Wiley Center is a statewide group actively committed to local community organizing to create social and economic justice through changes in public policy. Specifically, they work on issues such as hunger, utility shut-offs, and jobs. They are concerned with issues related to children, families, the elderly, and adults with disabilities.

Phone: 728-5555

Address: 32 East Avenue, Pawtucket, RI 02860

Website: www.georgewileycenter.org

Gray Panthers of Rhode Island

The Gray Panthers of Rhode Island is part of an intergenerational advocacy organization that works for social and economic justice.

Phone: 274-6900

Address: 133 Mathewson Street, Providence, RI 02903

Senior Agenda Coalition of Rhode Island

The Senior Agenda Coalition of Rhode Island brings together several groups that advocate for elder issues.

Phone: 274-6900

Address: 133 Mathewson Street, Providence, RI 02903

Website: www.senioragendari.org

ADVOCACY ORGANIZATIONS FOR ADULTS WITH DISABILITIES

Mental Health Consumer Advocates of RI

Mental Health Consumer Advocates of Rhode Island is a statewide organization run by and for adults who have experienced psychiatric symptoms or who receive mental health services. The vision of the organization is to provide peer support, inform and educate people about the stigmatization of mental illness, and to positively affect the lives of consumers through legislative action and other advocacy campaigns.

Phone: 831-6937

Address: 1280 North Main Street, Providence, RI 02904

Website: www.mhca-ri.org

PAL

PAL supports families and individuals with disabilities to effectively advocate for themselves.

Phone: 785-2100

Address: 96 Rolfe Street, Cranston, RI 02910

Website: www.pal-ri.org

Rhode Island Developmental Disabilities Council

Rhode Island Developmental Disabilities Council is an advocacy agency for individuals with developmental disabilities.

Phone: 737-1238

Address: 400 Bald Hill Road, Suite 515, Warwick, RI 02886

Website: www.riddc.org

Rhode Island Disability Law Center

Rhode Island Disability Law Center provides free legal assistance to persons with disabilities. Services include individual representation to protect rights or to secure benefits and services, self-help information, educational programs, and administrative and legislative advocacy. The agency administers eight federally funded advocacy programs, each of which has its own eligibility criteria.

Phone: 831-3150 **TTY:** 831-5335

Address: 275 Westminster Street, Suite 401, Providence, RI 02903

Website: www.ridlc.org

Rhode Island Disability Vote Project

The Vote Project brings together a coalition of people and organizations within the disability community with the goal of increasing voter registration and turnout.

Phone: 295-5757 x15

Address: 1130 Ten Rod Road, North Kingstown, RI 02852

Ocean State Center for Independent Living (OSCIL)

Provides information about services, housing or transportation.

Phone: 738-1013 **TTY:** 738-1015

Address: 1944 Warwick Ave., Warwick, RI 02889

PARI

also runs a Consumer-Directed Personal Care Program.

Phone: 725-1966

Address: 500 Prospect Street, Pawtucket, RI 02860

ALCOHOL ADDICTION

Alcoholics Anonymous – Rhode Island

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength, and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership.

Phone: 438-8860 or 1-800 439-8860

Address: 410 North Broadway, East Providence, RI 02914

Website: www.rhodeisland-aa.org

ALZHEIMER'S DISEASE, DEMENTIA, AND MEMORY LOSS

Alzheimer's Association, Rhode Island Chapter

The Association's mission is to coordinate resources for caregivers, educate health professionals and the general public, and advocate for improved public policy. Other services include a 24-hour helpline, speaker's bureau, newsletter, family support groups, a resource library, and an early stage social program.

The Association's Live and Learn Program was developed for individuals with early stage memory loss. The program offers meaningful activities for individuals experiencing early memory loss and much needed respite for their caregivers. Individuals participating in the Live and Learn Program choose from a variety of structured activities such as exercise programs through the YMCAs, guest speakers at public libraries, craft classes, and a pet therapy program.

Phone: 421-0008 or 1-800-272-3900

Address: 245 Waterman Street, Providence, RI 02906

Website: www.alz.org/ri

MedicAlert + Safe Return

People with Alzheimer's or dementia can enroll in MedicAlert® + Alzheimer's Association Safe Return®. MedicAlert has created an alliance with the Alzheimer's Association to create MedicAlert + Safe Return. It provides 24 hour assistance when a person wanders or is lost locally or far from home. When a person with dementia wanders or becomes lost, one call immediately activates a community support network to help reunite the lost person with his or her caregiver. When a person is found, a citizen or law official calls the toll-free 24-hour emergency response number on the identification product and the individual's family or caregivers are contacted. The nearest Alzheimer's Association office provides support during search and rescue efforts. In addition, should medical attention be required, access to a personal health record (PHR) is immediately available. There is a fee to enroll, which you can do on-line or via phone, mail, or fax.

Phone: 1-888-572-8566

Website: www.medicalert.org/safereturn

Missing Senior Citizen Alert Program

Police departments with Missing Senior Citizen Alert Programs register Alzheimer's patients and have protocols for the state police to assist them if they are found wandering. Refer to page 58 for local phone numbers for senior citizen police advocates.

ASSISTED LIVING RESOURCES

Assisted living provides a combination of housing and services in a setting designed to offer choice, independence, and dignity. These homes may be small, family-style sites or large, apartment-style facilities. As a general rule, residents must be ambulatory (canes, walkers, and sometimes wheelchairs are acceptable) and not require on-going extensive medical and nursing care. Assisted living provides rooms or apartments, meals, 24-hour staffing, assistance with personal care and medication, housekeeping, laundry, activities, and other services that allow adults to stay in the community. The cost varies considerably. There are more

than 60 licensed assisted living facilities in the state. The resources listed below can provide more information.

THE POINT

THE POINT can provide a listing of assisted living facilities.

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m.

T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

Alliance for Better Long Term Care

The state's Long Term Care Ombudsman Office is run by the Alliance for Better Long Term Care. The assisted living ombudsman serves as an advocate for persons in assisted living, boarding facilities, and residential care homes. The ombudsman also provides information and counseling to seniors and family members on choosing an appropriate facility.

Phone: 785-3340

Address: 422 Post Road, Warwick, RI 02888

National website: www.ltcombudsman.org

Rhode Island Assisted Living Association (RIALA)

The Rhode Island Assisted Living Association has information about assisted living facilities in the state.

Phone: 435-8888

Address: 2224 Pawtucket Avenue, East Providence, RI 02914

Website: www.riala.org

Rhode Island Association of Facilities and Services for the Aging (RIAFSA)

RIAFSA has information about assisted living, nursing homes, adult day care, and senior housing.

Phone: 490-7612

Address: 225 Chapman Street, Providence, RI 02905

Website: www.riafsa.org

Rhode Island Department of Health

The Health Department also has a listing of assisted living facilities.

Phone: 222-2566

Address: 3 Capitol Hill, Cannon Building, Providence, RI 02908

Website: www.health.ri.gov

BEREAVEMENT

There is considerable variety in how people grieve the loss of a loved one. Loss is a powerful stressor in life; even those going through an uncomplicated bereavement are likely to experience many symptoms of anxiety and depression and to undergo physiological changes, which reduce the body's ability to fight off disease. There are many bereavement groups across the state that help and support individuals in the grieving process. Some funeral homes offer support. Several other groups are listed below.

THE POINT

THE POINT can provide a current listing of bereavement support groups.

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m.
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

Friends Way

Phone: 921-0980

Address: 765 West Shore Road, Warwick, RI 02886

Home & Hospice Care Bereavement Groups

Phone: 312-2364

Address: 169 George Street, Pawtucket, RI 02860

Roger Willams Hospital Bereavement Group

Phone: 456-2284

Address: 825 Chalkstone Avenue, Providence, RI 02908

BLIND AND VISUALLY IMPAIRED SERVICES

EyeCare America Seniors Program

Any resident 65 or older who does not have an ophthalmologist can receive no-cost medical eye care services through this program.

Phone: 1-800-222-EYES (3937)

IN-SIGHT

IN-SIGHT helps blind and visually impaired people develop skills in communication, mobility, orientation, self-care, and homemaking. IN-SIGHT Radio broadcasts readings of newspapers, magazines, and books for the blind and visually impaired.

Phone: 941-3322

Address: 43 Jefferson Boulevard, Warwick, RI 02888

Website: www.in-sight.org

National Federation of the Blind of RI

This is the state's affiliate of the National Federation of the Blind.

Phone: 433-2606

Website: www.nfbri.org

Rhode Island Talking Books Plus

Persons who have a visual impairment or physical disability that hinders them from using traditional library materials may borrow books and magazines in large print, Braille, or talking books on cassette or disc, free of charge through this organization.

Phone: 574-9310

Address: One Capitol Hill, Providence, RI 02908

Website: www.olis.ri.gov/tbp

Saving Sight

Saving Sight conducts glaucoma screening programs and public information campaigns to detect and fight causes of blindness.

Phone: 738-1150

Address: 982 West Shore Road, Warwick, RI 02889

Website: www.savingsightri.org

State Services for the Blind and Visually Impaired

This organization provides vocational rehabilitation, counseling, medical evaluation, home teaching, and other services.

Phone: 222-2300 **TTY:** 421-7016

Address: 40 Fountain Street, Providence, RI 02903

Website: www.ors.ri.gov

CASE MANAGEMENT

Case management programs assist older Rhode Islanders who wish to remain at home for as long as possible. To qualify, Rhode Island residents must be 60 or older, homebound, frail or disabled, and unable to remain at home without supportive care. Clients' needs are assessed and a case manager develops a plan of care which includes options for community based services. The case manager will assist the client in securing the needed services, monitor the care plan, and offer training and support for family caregivers.

Area case management agencies include:

Casework Referral Advocacy (C.R.A., Inc.)

Phone: 822-6240

Address: 60 Wood Street, Coventry, RI 02816

Website: www.nricommunityservices.org

Communities served: Washington County, South County, North Kingstown, Exeter, Block Island, Jamestown, Coventry

Child and Family of Newport County – Elder Care

Phone: 845-2270

Address: 31 John Clark Road, Middletown, RI 02842

Website: www.cfsnewport.org

Communities served: Aquidneck Island/Newport County

East Bay Community Action Program

Phone: 437-1000

Address: 100 Bullocks Point Avenue, Riverside, RI 02915

Website: www.ebcap.org

Communities served: East Bay, Bristol, Pawtucket, Central Falls

Meals on Wheels of RI

Phone: 351-6700

Address: 70 Bath Street, Providence, RI 02908

Communities served: Providence County

Tri-Town Community Action Agency

Phone: 349-5760

Address: 1126 Hartford Avenue, Johnston, RI 02919

Website: www.tri-town.org

Communities served: Johnston, North Providence, Smithfield, North Smithfield, Burrillville, Glocester, Scituate, Foster, Cranston, Lincoln, Cumberland, Woonsocket

Westbay Community Action Program

Phone: 732-4660 x130

Address: 208 Buttonwoods Avenue, Warwick, RI 02886

Website: www.westbaycap.org

Communities served: Warwick, West Warwick, Coventry, East Greenwich

COMMUNITY ACTION PROGRAMS

Community Action Programs (CAPs) are local social service agencies. Programs include community organizing, consumer education, counseling, health, weatherization, heating

assistance, food assistance, and other services. Minor home repairs, energy audits, storm doors and windows, insulation, caulking and weather stripping, window replacement, boiler repairs, and replacement burners comprise CAP weatherization services.

Area CAP Agencies

Aquidneck Island/Newport:East Bay Community Action

Phone: 847-7821

Address: 19 Broadway, Newport, RI 02840

Website: www.ebcap.org

Blackstone Valley: Blackstone Valley Community Action Program

Phone: 723-4520

Address: 32 Goff Avenue, Pawtucket, RI 02860

Website: www.bvcap.org

Cranston: Comprehensive Community Action Program

Phone: 467-9610

Address: 311 Doric Avenue, Cranston, RI 02910

Website: www.comcap.org

East Bay: East Bay Community Action Program

Phone: 437-1000

Address: 100 Bullocks Point Avenue, Riverside, RI 02915

Website: www.ebcap.org

Kent County:Westbay Community Action Program

Phone: 732-4660

Address: 208 Buttonwoods Avenue, Warwick, RI 02886

Website: www.westbaycap.org

Communities served: Warwick, West Warwick, Coventry, East Greenwich

Northwest: Tri-Town Community Action Agency

Phone: 349-5760

Address: 1126 Hartford Avenue, Johnston, RI 02919

Website: www.tri-town.org

Providence Community Action

Phone (main number): 273-2000

Phone (elderly services number): 437-8054

Address: 518 Hartford Avenue, Providence, RI 02909

Website: www.procapri.org

South County Community Action Agency

Phone: 789-3016

Address: 1935 Kingstown Road, Peace Dale, RI 02879

Website: www.sccainc.org

Woonsocket: Family Resources Community Action Program

Phone: 766-0900

Address: 245 Main Street, Woonsocket, RI 02895

Website: www.famresri.org

Rhode Island Community Action Association

If you are unsure where to go, the Rhode Island Community Action Association can help in finding the CAP agency that can best meet your needs.

Phone: 941-0774

Additional Community-based Agencies

The following are additional community-based social service agencies providing various services for the elderly:

Progreso Latino

Progreso Latino offers activities for Latino seniors including exercise, healthy meals, education, and social functions.

Phone: 728-5920

Address: 626 Broad Street, Central Falls, RI 02863

Website: www.progresolatino.org

Socio-Economic Development Center for Southeast Asians (SEDC)

SEDC offers citizenship classes and is also a meal site.

Phone: 274-8811

Address: 270 Elmwood Avenue, Providence, RI 02907

Website: www.sedcsea.org

Urban League of Rhode Island

Urban League provides a number of services for seniors including social services, recreational and educational activities, counseling, and support and referral for emergency assistance.

Phone: 351-5000 x100

Address: 246 Prairie Avenue, Providence, RI 02905

Website: www.ulri.org

CHRONIC DISEASE RESOURCES

Arthritis

The Arthritis Foundation, Northern & Southern NE Chapter

The Arthritis Foundation, Northern & Southern NE Chapter, improves the lives of Rhode Islanders through leadership in the prevention, control, and cure of arthritis and related diseases. The Foundation offers programs and services to help people lead active lives, including:

- Aquatics programs
- Exercise programs
- Self-help programs
- Support groups
- Information and referral
- Advocacy

Phone: 739-3773

Address: 2348 Post Road, Suite 104, Warwick, RI 02886

Website: www.arthritis.org

Diabetes

American Diabetes Association

The mission of the American Diabetes Association is to prevent and cure diabetes and to improve the lives of all people affected by the disease. Activities include diabetes research, information programs, support groups, and advocacy issues.

Phone: 351-1674

Address: 222 Richmond Street, Providence, RI 02903

Website: www.diabetes.org

Chronic Disease Self-Management Program

Phone: 222-7623

Diabetes Information Referral Resource Education Specialist (DIRES)

Phone: 222-7623

Diabetes Resource Center

The Diabetes Resource Center at the St. Joseph Hospital for Specialty Care addresses the needs of high risk diabetes populations, including the uninsured, under-insured, and the

homeless. They help with crisis intervention, medication, medical supplies, case management, education, and access to social services. A Spanish speaking diabetes nurse educator is available part-time.

Phone: 456-4419

Address: 21 Peace Street, Providence, RI 02907

Down Syndrome

Down Syndrome Society of Rhode Island

The Down Syndrome Society of Rhode Island is dedicated to promoting the rights, dignity, and potential of all individuals with Down Syndrome through advocacy, education, public awareness, and support.

Phone: 463-5751

Address: 99 Bald Hill Road, Cranston, RI 02920

Website: www.dssri.org

Heart Disease

American Heart Association (Rhode Island)

The Association's mission is to build healthier lives, free of cardiovascular diseases and stroke.

Phone: 330-1702

Address: 222 Richmond Street, Suite 108, Providence, RI 02903

Website: www.americanheart.org

Mended Hearts

Mended Hearts is a support group for patients, spouses, family members, friends, and medical professionals who are faced with the realities of heart disease.

Phone: 766-0483

Address: Mended Hearts at Landmark, Chapter 338,
156 Morin Street, Woonsocket, RI 02895

Multiple Sclerosis

National Multiple Sclerosis Society, RI Chapter

The Rhode Island chapter of the National Multiple Sclerosis Society provides various programs and services, including educational and social programs, information and referral, newly diagnosed support, financial assistance, care management, support groups, and more.

Phone: 738-8383

Address: 205 Hallene Road, Suite 209, Warwick, RI 02886

Website: www.nationalmssociety.org/rir

Muscular Dystrophy

Muscular Dystrophy Association

The Muscular Dystrophy Association provides financial assistance for wheelchairs, leg braces, and communication devices. It also runs an equipment loan program and transportation to and from its clinic.

Phone: 732-1910

Address: 931 Jefferson Boulevard, #1005, Warwick, RI 02886

Website: www.mda.org

Rare Disorders

National Organization for Rare Disorders, Inc.

This national organization works toward the prevention, treatment, and cure of rare diseases. It provides links to resources, information, and programs, including medication assistance programs.

Phone: 1-800-999-6673

Website: www.rarediseases.org

Parkinson Disease

Rhode Island Chapter of the American Parkinson Disease Association (APDA)

The APDA serves the patients and caregivers of Rhode Island and South Eastern Massachusetts through the Information and Referral Center at Kent Hospital, and a number of support groups across the state. They provide education, support, and socialization.

Phone: 823-5700

Website: www.riapda.org

COMPULSIVE/PROBLEM GAMBLING RESOURCES

Gamblers Anonymous

Gamblers Anonymous holds local meetings. Call them or visit their website for a listing.

Phone: 886-6850

Website: www.gamblersanonymous.org

Gambling Hotline

Seniors who are experiencing problems with gambling can call the Gambling Hotline.

Phone: 1-877-9-GAMBLE (1-877-942-6253)

Kent House, Inc.

Kent House provides non-medical behavioral health services specializing in the issues of substance abuse and gambling, among other issues.

Phone: 781-2700 **TTY:** 467-5733

Address: 2020 Elmwood Avenue, Warwick, RI 02888

Website: www.kenthouseinc.org

RI Gambling Treatment Program of Rhode Island Hospital

People seeking treatment for problem gambling can contact this program, which accepts individuals without health insurance.

Phone: 277-0707

Website: www.lifespan.org/rih/services/mentalhealth/gambling

CONSUMER PROTECTION RESOURCES

Scams, frauds, and schemes cost seniors and disabled consumers millions of dollars each year. These organizations can help consumers avoid being victimized, preserve valuable assets and resources, and provide ways to report scams and questionable business practices.

Better Business Bureau

The Better Business Bureau tracks information on many businesses throughout the United States and Canada. BBB may also help resolve consumer complaints against businesses.

Phone: 1-800-422-2811

Website: www.rhodeisland.bbb.org

National Do Not Call Registry

The National Do Not Call Registry allows individuals to limit the number of telemarketing calls they receive.

Phone: 1-888-382-1222

Website: www.donotcall.gov

Rhode Island Attorney General's Consumer Protection Unit

The RI Attorney General's Consumer Protection Unit provides assistance with consumer complaints against businesses. You should also contact the Unit if you think you have been scammed. If you feel that you have been victimized by a fraud, scam, or scheme, it is also a good idea to contact your local police department.

Phone: 274-4400

Address: 150 South Main Street, Providence, RI 02908

Website: www.riag.ri.gov

Rhode Island Contractors' Registration Board

The Rhode Island Contractors' Registration Board mediates disputes between homeowners and contractors.

Phone: 222-1268 **TTY:** 222-6334

Address: One Capitol Hill, Providence, RI 02908

Website: www.crb.state.ri.us

Rhode Island Senior Medicare Patrol (SMP)

Rhode Island SMP helps persons get the most out of their health care and encourages persons to report Medicare and Medicaid fraud, waste, and abuse. For information about SMP, call THE POINT.

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m.
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

U.S. Postal Service

Contact the U.S. Postal Service to report mail fraud.

Phone: 276-6930

DENTAL SERVICES

Bayside Family Healthcare

Phone: 295-9706

Address: 308 Callahan Road, North Kingstown, RI 02852

Blackstone Valley Community Healthcare

Blackstone Valley Community Healthcare provides dental services for its medical patients.

Phone: 729-5239

Address: 210 Main Street, Pawtucket, RI 02860

Community College of Rhode Island Dental Hygiene Clinic

The Community College of Rhode Island Dental Hygiene Clinic offers dental cleanings from September through May. In addition to cleanings, oral cancer screening, periodontal examination, polishing, fluoride treatment, information on dental health, and blood pressure monitoring are provided. Nominal fees apply.

Phone: 333-7250

Address: 1762 Louisquiset Pike, Lincoln, RI 02865

Website: www.ccri.edu

Donated Dental Program

The Donated Dental program offers free or reduced-cost dental services to income-eligible seniors.

Phone: 1-866-572-9390 or 728-9448

Website: www.nfdh.org

Northwest Community Health Care

The Northwest Community Healthcare Center provides general dentistry services to eligible residents of Burrillville, Foster, Glocester, North Smithfield and Smithfield. Fees are charged on a sliding scale based on income.

Phone: 568-7661

Address: 36 Bridgeway, Pascoag, RI 02859

Website: www.northwesthealthcare.org

Providence Community Health Center Dental Clinic

Phone: 444-0430

Address: 557 Broad Street, Providence, RI 02907

Samuels Sinclair Dental Center at RI Hospital

The center serves adults who have special health care needs and/or developmental disabilities. There may be a waiting list for appointments.

Phone: 444-5284

Address: 593 Eddy Street, Providence, RI 02903

Thundermist Health Centers--Wakefield*

Phone: 783-5646

Address: 1 River Street, Wakefield, RI 02879
Website: www.thundermisthealth.org

Thundermist Health Centers – West Warwick*

Phone: 615-2800
Address: 1219 Main Street, West Warwick, RI 02893
Website: www.thundermisthealth.org

Thundermist Health Centers – Woonsocket*

Phone: 767-4100
Address: 191 Social Street – 9th Floor, Woonsocket, RI 02895
Website: www.thundermisthealth.org

Wilcox Family Health Center

Phone: 732-9090
Address: 226 Buttonwoods Avenue, Warwick, RI 02886

Wood River Health Services

Phone: 539-2461
Address: 823 Main Street, Hope Valley, RI 02832
Website: www.rihca.org

** Call location to see if you have to be a medical patient for dental services.*

DEPARTMENT OF ELDERLY AFFAIRS (DEA)

PHONE NUMBERS

Main Number 462-3000

Director	462-0501
Health Insurance Counseling/	
Senior Health Insurance Program (SHIP)	462-0560
Home & Community Care	462-0570
Housing Security & Assistance	462-0539
Medication Assistance/ Rhode Island Pharmaceutical	
Assistance to the Elderly	462-3000
Protective Services	462-0555
Senior Companion Program	462-0569
THE POINT	462-4444

Address: John O. Pastore Center, Hazard Building, 74 West Road,
Cranston, RI 02920

Website: www.dea.state.ri.us

Note: Rhode Island residents can dial any DEA telephone number from their residential phone without incurring a toll charge on their telephone bill.

DISABILITIES AGENCIES AND SERVICES

THE POINT

THE POINT is Rhode Island's Aging and Disability Resource Center. It is a one-stop call center for information and referral for programs and services that support seniors, adults with disabilities, and their families and caregivers. THE POINT staff provide information, in multiple languages, regarding topics such as long term care and community care options, health insurance, medication assistance, Medicare and the Medicare Prescription Drug Program (Medicare Part D), Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE), Medicaid and other support programs and services.

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m.
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

Assistive Technology Access Partnership

Assistive Technology Access Partnership (ATAP) is a group of agencies that work together to reduce or eliminate barriers to access or funding for assistive technology devices and services for individuals with disabilities of all ages.

Phone: 421-7005 **TTY:** 421-7016

Address: 40 Fountain Street, Providence, RI 02903

Website: www.atap.ri.gov

Department of Mental Health, Retardation, and Hospitals

Persons who had a significant disability before age 22 should call the Division of Developmental Disabilities at the Department of Mental Health, Retardation, and Hospitals about options for various services.

Phone: 462-3234

Address: 14 Harrington Road, Pastore Complex, Cranston, RI 02920

Website: www.mhrh.ri.gov

Governor's Commission on Disabilities

The Commission's objective is to ensure that all people with disabilities are afforded the opportunities to exercise all the rights and responsibilities afforded to citizens of this state and that each person with a disability is able to reach his/her maximum potential in independence, human development, productivity, and self-sufficiency.

Phone: 462-0100

Address: 41 Cherry Dale Court, John O Pastore Center,
Cranston, RI 02920

Website: www.disabilities.ri.gov

Living in Fulfilling Environments, Inc. (LIFE)

LIFE provides a wide range of community-based experiences and supports to individuals with developmental disabilities.

Phone: 254-2910

Address: 490 Metacom Avenue, Bristol, RI 02809

Website: www.lifeinc.ri.org

Office of Rehabilitative Services-Disability Determination Services

The Office of Rehabilitative Services administers the Disability Determination Services for the Social Security Administration. This unit determines the medical eligibility of individuals with disabilities applying for cash benefits.

Phone: 222-3182 **TTY:** 421-7016

Address: 40 Fountain Street, Providence, RI 02903

Website: www.ors.ri.gov

Opportunities Unlimited For People With Differing Abilities, Inc.

Opportunities Unlimited For People With Differing Abilities, Inc. provides support services for adults with disabilities. Services include case management, assistance with personal care, money management, and day services. Services can occur in the home or in a home operated by the agency.

Phone: 942-9044

Address: 1 Worthington Road, Cranston, RI 02920

Ocean State Center for Independent Living (OSCIL)

Call OSCIL for information about services, housing, or transportation for adults with disabilities.

Phone: 738-1013 or 1-866-857-1161 (toll free) **TTY:** 738-1015

Address: 1944 Warwick Avenue, Warwick, RI 02889

Website: www.oscil.org

Outdoor Explorations

Outdoor Explorations makes the outdoors a welcoming place for people with disabilities through its outdoor programs. While the organization is based in the Greater Boston area, it often offers programs in Rhode Island.

Phone: 781-395-4999 **TTY:** 781-395-4184

Address: 98 Winchester Street, Medford, MA 02155

Website: www.outdoorexplorations.org

PARI

PARI can provide information about services, housing, or transportation for adults with disabilities. PARI also runs a Personal Care Assistant Program.

Phone: 725-1966

Address: 500 Prospect Street, Pawtucket, RI 02860

Website: www.pari-ilc.org

Rhode Island Disability Law Center

Rhode Island Disability Law Center provides free legal assistance to persons with disabilities. Services include individual representation to protect rights or to secure benefits and services, self-help information, educational programs and administrative and legislative advocacy. The agency administers

eight federally funded advocacy programs, each of which has its own eligibility criteria.

Phone: 831-3150 **TTY:** 831-5335

Address: 275 Westminster Street, Suite 401, Providence, RI 02903

Website: www.ridlc.org

Re-Focus, Inc.

Re-Focus supports adults with developmental disabilities in their own homes and in group homes. Re-Focus also provides day supports in the community and job training.

Phone: 272-1600

Address: 45 Greeley Street, Providence, RI 02904

Website: www.re-focusinc.org

Social Security Disability Insurance Program (SSDI)

The Social Security Administration is the primary source of information for Social Security Disability Insurance (SSDI). You can apply on-line or at your local Social Security office. See page 132 for a listing of local offices.

Phone: 1-800-772-1213 **TTY:** 1-800-325-0778

Hours of operation: Monday-Friday 7:00 a.m.-7:00p.m.;
automated phone service 24 hours/day

Website: www.ssa.gov

TechACCESS of RI

TechACCESS of Rhode Island enables persons with disabilities to try out computers, software, and other assistive and adaptive equipment.

Phone: 463-0202

Address: 110 Jefferson Boulevard, Suite I, Warwick, RI 02888

VSA Arts of Rhode Island

VSA Arts of Rhode Island provides classes in music, dance, and art for adults with developmental disabilities.

Phone: 725-0247

Address: 500 Prospect Street, Pawtucket, RI 02860

Website: www.vsartsri.org

DOMESTIC VIOLENCE

Department of Elderly Affairs Protective Services

The Department of Elderly Affairs (DEA) Protective Services Unit is responsible for investigating complaints of abuse of Rhode Islanders 60 and older by a family member, caregiver, or person with duty of care. Abuse may be physical, emotional, sexual, or financial. It may include exploitation, abandonment, neglect, or self-neglect.

Rhode Island law requires any person who has reasonable cause to believe that an elderly person has been abused to report it to the Department of Elderly Affairs. Failure to report abuse of a person 60 or older can result in a fine of up to \$1,000. The DEA Protective Services Unit will develop a care plan to prevent additional abuse and address the elder's social service needs.

To file an elderly abuse or self-neglect report 24 hours a day, any day of the week and on nights, weekends, and holidays, call the DEA Protective Services Unit.

Phone: 462-0555

Rhode Island Coalition Against Domestic Violence

The Rhode Island Coalition Against Domestic Violence works to eliminate domestic violence in Rhode Island. Its mission is to support and enhance the work of its member agencies and to provide leadership on the issue of domestic violence. The

Coalition has a 24 hour hotline. In addition, the Coalition has developed "A Guide to Living Safely for Older Adults" that can be obtained by calling them.

24 Hour hotline: 1-800-494-8100

Phone: 467-9940

Website: www.ricadv.org

The following agencies are members of the Rhode Island Coalition Against Domestic Violence:

Blackstone Valley Advocacy Center

Phone (24-hour helpline): 723-3057

Address: P.O. Box 5643, Pawtucket, RI 02862

Website: www.bvadvocacycenter.org

Communities served: Pawtucket, Central Falls, Lincoln, Cumberland

Day One

Victims of Crime Helpline: 1-800-494-8100

Phone: 421-4100

Address: 100 Medway Street, Providence, RI 02906

Website: www.dayoneri.org

Domestic Violence Resource Center of South County

24 hour hotline: 782-3990 **Toll Free:** 1-866-782-3990

Phone: 782-3995

Wakefield address: 61 Main Street, Wakefield, RI 02879

Westerly address: 7 Pierce Street, Westerly, RI 02891

Website: www.wrcsc.org

Communities served: Block Island, Narragansett, North Kingstown, South Kingstown, Westerly, Hopkinton, Exeter, Richmond, Charlestown

Elizabeth Buffum Chace Center

Crisis Hotline: 738-1700

Phone: 738-9700

Address: PO Box 9476, Warwick, RI 02889

Website: www.ebccenter.org

Sojourner House

Providence 24-Hour Helplines: 658-4334, 765-3232, 647-1514

Address: 386 Smith Street, Providence, RI 02908

Website: www.sojournerri.org

Communities served: Providence, Woonsocket, Smithfield,

North Smithfield, Glocester, Burrillville, Foster

Women's Center of RI

24 Hour hotline: 861-2760 **Phone:** 861-2761

Address: PO Box 603300, Providence, RI 02906

Website: www.womenscenterri.org

Communities served: Providence, East Providence

Women's Resource Center of Newport and Bristol Counties

Newport hotline: 847-2533

Bristol/Warren phone: 247-2070

Little Compton phone: 625-1144

Jamestown phone: 423-9649

After hours hotline: 256-3761

General phone: 846-5263

Website: www.wrcnbc.org

Communities served: Barrington, Bristol, Warren, Newport, Middletown, Portsmouth, Tiverton, Jamestown, Little Compton

DURABLE MEDICAL EQUIPMENT (DME)

People who have just returned home from a hospital stay, or persons who have problems with mobility often need medical equipment, such as a hospital bed, wheelchair, walker, tub chair, or commode. Hospital discharge planners, physical therapists, or social workers can help seniors order this equipment.

Medicare

In cases where equipment is determined to be medically necessary, Medicare may help cover the cost.

Phone: 1-800-MEDICARE (1-800-633-4227).

Department of Human Services (DHS)

For information on coverage for durable medical equipment, you can also call DHS.

Phone: 462-5300 **TTY:** 462-3363

Muscular Dystrophy Association

The Muscular Dystrophy Association provides financial assistance for wheelchairs, leg braces, and communication devices. It also runs an equipment loan program and transportation to and from its clinic.

Phone: 732-1910

Address: 931 Jefferson Boulevard, #1005, Warwick, RI 02886

Website: www.mda.org

PARI

PARI provides previously-used durable medical equipment.

Phone: 725-1966

Address: 500 Prospect Street, Pawtucket, RI 02860

Website: www.pari-ilc.org

Note: Always check with your health insurance for a DME network provider.

EDUCATION OPPORTUNITIES

Colleges and Universities

Rhode Island residents 60 and older may take courses at state colleges, including the University of Rhode Island, without paying tuition, on a space-available basis. Students must have a household income less than three times the Federal Poverty Limit. Other fees and charges may apply.

Local private colleges and universities may have adult education programs. Contact the school's office of continuing education for more information.

Elderhostel

The Elderhostel program is the world's largest travel and education organization for persons 55 and older. The organization's focus is on educational and lifelong learning adventures. Financial assistance is available to eligible seniors to attend an Elderhostel program.

Phone: 1-877-426-8056

Website: www.elderhostel.org

Local Learning Resources

Some churches, libraries, and other organizations sponsor

lifetime learning groups. Contact your local school department for information on adult education.

The Osher Lifelong Learning Institute

The Osher Lifelong Learning Institute at the University of Rhode Island is a learning community for active adults, starting at age 50, who wish to explore a wide variety of subjects and programs without worry of exams, grades, or academic requirements. There is a \$50 inaugural membership fee.

Phone: 874-5331 or 864-7846

Website: www.uri.edu/OLLI

ELDER ABUSE AND NEGLECT

Department of Elderly Affairs Protective Services

The Department of Elderly Affairs Protective Services Unit is responsible for investigating complaints of abuse of Rhode Islanders 60 and older by a family member, caregiver, or person with duty of care. Abuse may be physical, emotional, sexual, or financial. It may include exploitation, abandonment, neglect, or self-neglect.

Rhode Island law requires any person who has reasonable cause to believe that an elderly person has been abused to report it to the Department of Elderly Affairs. Failure to report abuse of a person 60 or older can result in a fine of up to \$1,000. The DEA Protective Services Unit will develop a care plan to prevent additional abuse and address the elder's social service needs. Callers may report anonymously.

Self-Neglect occurs when a person is no longer able to care for himself or herself. Reports of self-neglect are also made to the DEA Protective Services Unit. The senior's needs are assessed and necessary services are offered.

DEA records pertaining to a person reported to be abused, neglected, exploited, or abandoned are confidential and are not deemed public records. To file an elderly abuse or self-neglect report 24 hours a day, any day of the week and on nights, weekends, and holidays, call the DEA Protective Services Unit.

Phone: 462-0555

Alliance for Better Long Term Care

The state's Long Term Care Ombudsman Office is run by the Alliance for Better Long Term Care. The assisted living ombudsman, and home care ombudsman programs advocate, mediate, and help to solve problems for residents of nursing homes, assisted living facilities, and those receiving home care or hospice services. The state ombudsman is also responsible for investigating complaints of inadequate care and elder abuse. All reports of abuse and neglect are confidential. You can call the Alliance for Better Long Term Care for more information or to file a report. See page 116.

Phone: 785-3340

Address: 422 Post Road, Warwick, RI 02888

National website: www.ltcombudsman.org

Rhode Island Volunteer Guardianship Program

The Volunteer Guardianship Program (VGP) provides volunteer guardians to low income elders in the community and in long-term care settings. The primary focus of the VGP is to enable elders to live with dignity in the community as their health declines. Cornerstone Adult Day Services, Inc, administers the program for the Department of Elderly Affairs.

Phone: 739-2844 x36

Address: 3270 Post Road, Warwick, RI 02886

EMERGENCY ALERT SYSTEMS

Emergency Alert Systems provide a valuable time-saving link between people who are alone and a communications center. An emergency alert system gives homebound or "at risk" persons peace of mind in knowing that help is only a touch-of-a-button away, 24 hours a day. In an emergency situation, the client presses a button he or she carries to activate emergency alert contacts. You do not have to purchase emergency alert systems. Many are available with an installation fee and a monthly rental fee.

THE POINT

Contact THE POINT for a listing of agencies offering emergency alert system equipment. The systems are available throughout Rhode Island.

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m.
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

EMPLOYMENT

Employment for Seniors

netWORKri

The Rhode Island Department of Labor and Training is a member of the netWORKri partnership that sponsors employment and training programs for persons 55 and older. Information is available at the following netWORKri offices:

Newport

Phone: 847-2038

Address: 73 Valley Road, Middletown, RI 02842

Pawtucket

Phone: 722-3100

Address: 175 Main Street, Pawtucket, RI 02860

Providence

Phone: 462-8900

Address: 1 Reservoir Avenue, Providence, RI 02907

West Warwick

Phone: 828-8382

Address: 1330 Main Street, West Warwick, RI 02893

Woonsocket

Phone: 235-1201

Address: 219 Pond Street, Woonsocket, RI 02895

Senior Community Service Employment Program

The Department of Elderly Affairs partners with SER-Jobs for Progress to administer The Senior Community Service Employment

Program (SCSEP). SCSEP provides employment and training opportunities through placement at non-profit agencies statewide. Participants earn minimum wage, work 20 to 30 hours weekly, and develop skills on the job for future employment. The goal for each individual is to obtain permanent part-time or full-time employment.

Phone: 724-1820

Address: 101 Main St., Suite 302, Pawtucket, RI 02860

Senior Companion Program

Rhode Island's Senior Companion Program is sponsored by the Department of Elderly Affairs. Program volunteers serve frail, isolated older adults in their own homes, adult day centers, and other community sites. The program keeps people linked to the community and enhances independence by providing a variety of services, such as help with food shopping, companionship, and reading mail. All volunteers are 60 and over, have limited income, and receive a tax-free stipend and other benefits while serving clients 20 hours weekly.

Phone: 462-0569

Employment for Adults With Disabilities

A New Leaf

A New Leaf Florist Shop is a nonprofit agency providing employment and job training to people with psychiatric disabilities.

Phone: 351-4330

Address: 135 Gano Street, Providence, RI 02906

Website: www.anewleafflorist.org

Cookie Place

Cookie Place is a nonprofit bakery providing employment and job training to people with mental disorders.

Phone: 351-8789

Address: 2 Cathedral Square, Providence, RI 02903

Goodwill Industries of Rhode Island

Goodwill Industries of Rhode Island is a comprehensive education and employment center serving the needs of persons with disabilities and other barriers to employment. Services include vocational evaluations, computer training, job development and

placement, and job coaching services.

Phone: 861-2080 **TTY:** 331-2830

Address: 100 Houghton Street, Providence, RI 02904

Website: www.goodwill.org

Office of Rehabilitative Services-Vocational Rehabilitation

The Vocational Rehabilitation Program assists individuals with disabilities to choose, prepare for, obtain, and maintain employment.

Phone: 421-7005 **TTY:** 421-7016

Address: 40 Fountain Street, Providence, RI 02903

Website: www.ors.ri.gov

Rhodes to Independence

Rhodes to Independence can provide information about the Sherlock Plan and Social Security Work Incentive, which provide health insurance for people with disabilities who are working.

Phone: 462-6022

Website: <http://rhodestoind.startlogic.com>

FINANCIAL COUNSELING/ DEBT MANAGEMENT

Consumer Credit Counseling

Consumer Credit Counseling of South East New England (a division of Money Management International) provides financial counseling, financial education, debt management programs, and housing counseling. Services are provided either in person or over the Internet. All information is confidential. Consumer Credit Counseling helps clients resolve financial difficulties and achieve long term financial well-being and lifelong financial management skills. Call the number below to schedule an appointment.

Phone: 1-866-889-9347

Address: 501 Centerville Road, Warwick, RI 02886

Website: www.MoneyManagement.org

Mortgage counseling

Rhode Island Housing works with various non-profit organizations to prevent elder consumers from becoming victims of predatory loan practices. Counseling is available for consumers who are

looking for a loan, refinancing, have fallen behind on mortgage payments, or are facing foreclosure.

Phone: 1-800-436-3180

Website: www.dontborrowtroubleri.org

FIRE & POLICE ADVOCATES FOR SENIOR CITIZENS

Commission for the Safety and Care of the Elderly

The Commission for the Safety and Care of the Elderly works closely with the Senior Citizen Fire and Police Advocates in each community and offers training regarding domestic violence, personal security, and other issues that affect the quality of life for seniors.

Phone: 462-0546.

Senior Citizen Fire Advocates

Albion Fire Department: Peter Adam	333-1242
Chepachet: Dennis Foster	568-5200
Cranston: Leo Kennedy	780-4021
Cumberland Hill: Richard Susi	658-0544
East Greenwich: Susan Hawksley	886-8686
East Providence: Paul Cotter	435-7600
Exeter: Woody Davis	295-8752
Foster Center: Robert Peterson	647-9294
Harmony: Donna DeConte	949-1188
Hope Jackson Fire Co.: Donald Campbell	828-6460
Hope Valley/Wyoming: Raymond Bader	539-2229
Hopkins Hill: Frank Brown, Sr.	821-6866
Johnston: Mark Ramieri/Kenneth Fellela	351-1600
Kingston: Nathan Barrington	783-6830
Lincoln: Stephen Tucker	334-2131
Little Compton: Randall Watt	635-2324
Lonsdale: Ryan Griffin	725-8125
Manville: Scott Kline	762-4170
Middletown: Scott Cutting	842-4647
Newport: Kevin Garcia	847-5916
North Cumberland: Fred Mitchell, Jr.	333-5111
North Kingstown: Michael LeClair	294-3346 x0

North Smithfield: Richard Brissette 762-1135
Pawtucket: John McConaghy 725-1422
Portsmouth: Robert Church 683-1200
Providence: Russell Krapf/
Antiliano Estrella 243-6071 or 243-6059
RI Airport Corporation: Paul Healy 737-4000 x267
Smithfield: Leonard Anthony 949-1330
South Kingstown: William Buckley 783-3321
Tiverton: Robert Lloyd 625-6786
Valley Falls: Brian Jackvony 722-5972
Wallum Lake Volunteer: Robert Bishop 568-9019
Warren: Alexander Galinelli 245-7600
Warwick: Kevin Sullivan 468-4000
West Glocester: Brian McKay 568-2422

Senior Citizen Police Advocates

Barrington: Josh Birrell/Joseph Benedetti 437-3930
Block Island: Vincent Carleone 466-3220
Bristol: Adam Clifford 253-6900
Burrillville: Brian Pitts 568-6255
Central Falls: Larry Ouelette 727-7411
Charlestown: Jack Shippee 364-1212
Coventry: Richard Pendola 826-1100
Cranston: Carl Ricci 477-5073
Cumberland: Michael Kinch 333-2500
East Greenwich: John Carter 884-2244
East Providence: Thomas Aguiar 435-7630
Exeter: Eric Lariviere 444-1068
Foster: William Ziehl 397-3317
Glocester: Kimberly Bertholic/Alan Gusdafson 568-2533
Hopkinton: John Patton 377-7750
Jamestown: John Areson 423-1212
Johnston: James Amodei 231-4210
Lincoln: Scott Vincenzi 333-1100
Little Compton: Sue Cressman 635-2311
Middletown: Kelly Mitchell 846-1144
Narragansett: Robert Storm 789-1091 x305
North Kingstown: Daniel Ormond 294-3316
Newport: Jimmy Winters 847-1302

North Providence:

Joseph Sanita/John Anzivino	233-1433
North Smithfield: Tom LaFleur	762-1212
Pawtucket: Angelo Squadrito	727-9100
Portsmouth: Brett Bucholz	683-0300
Providence: William Merandi	243-6407
Richmond: Raymond Driscoll	539-8289
Scituate: Donald Delaere	821-5900
Smithfield: Orlando Braxton/Robert Squillante	231-2500
South Kingstown: Paul Oroho	783-3321
Tiverton: Shawn Lafferty	625-6716
Warren: Joseph Loiselle	245-1311
Warwick: Steve Lombardi	468-4325
Westerly: Michael Turano	596-2022
West Greenwich: Ray Cappelli	397-7191
West Warwick: Sandra Marinucci	821-4323
Woonsocket: Brian Camara	766-1212
State Police: Eric Croce	444-1000

FOOD SERVICES

Food Assistance/ Food Pantries

Supplemental Nutrition Assistance Program – SNAP

(formerly called Food Stamps) The Supplemental Nutrition Assistance Program (SNAP) can help individuals and families who are struggling financially to purchase food.

Eligibility:

Household size:	1 person	2 persons
Monthly income:	\$1,734	\$2,334
Resources:	\$3,000	\$3,000

**These numbers are based on the 2009 Federal Poverty Limit guidelines.*

Some deductions are subtracted from a person's gross income. They may include a deduction for household and telephone expenses, an earned income deduction for individuals who are working, and deductions for medical expenses and excess shelter costs. Adults who are eligible for the Supplemental Nutrition Assistance Program receive their benefits using an Electronic Benefit Transfer (EBT) card. The EBT card is accepted at grocery and retail food stores across the state.

Seniors may request a home interview. Call a local Department of Human Services (DHS) office for information or assistance in applying:

Newport/Aquidneck Island: 849-6000

Northern Rhode Island: 235-6300

Pawtucket/Central Falls/East Bay: 729-5400

Providence: 222-7276

Warwick/Cranston/Southern RI: 736-6511

You can also apply for food assistance on-line at:

Website: www.foodstamps.ri.gov

Comprehensive Community Action Program

This program provides food assistance for residents of Cranston, Coventry, Scituate, and Foster.

Phone: 467-9610

Address: 311 Doric Avenue, Cranston, RI 02910

Website: www.comcap.org

Crossroads Rhode Island

Crossroads Rhode Island provides emergency food services.

Phone: 521-2255 **TTY:** 277-4381

Address: 160 Broad Street, Providence, RI 02903

Website: www.crossroadsri.org

Poverello Center

The Poverello Center is run by the St. Frances Chapel and City Ministry and provides emergency food services.

Phone: 455-3740

Address: 668 Hartford Avenue, Providence, RI 02909

Rhode Island Coalition for the Homeless

The Rhode Island Coalition for the Homeless provides emergency food services.

Phone: 421-6458

Address: 160 Broad Street, Providence, RI 02903

Rhode Island Community Food Bank

The Rhode Island Community Food Bank helps people stretch their food budgets. Their website has a listing of local food pantries and meal sites.

Phone: 942-6325 or dial 211 for a listing of local food pantries and meal sites.

Address: 200 Niantic Avenue, Providence, RI 02905

Website: www.rifoodbank.org

THE POINT

THE POINT can provide a current listing of food pantries and meal sites.

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m./

T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

Local Churches

In addition to these agencies, many local churches have food pantries or emergency assistance food programs.

FOOD SERVICES

Meals and Nutrition Services

Ocean State Senior Dining Program

The Ocean State Senior Dining Program provides nutritionally balanced, hot lunches served five days a week at more than 75 meal sites for persons who are 60 or older or disabled. Persons may donate to the cost of the meal, but no one is refused a meal if unable to contribute. Transportation to the nearest meal site is available. At least 24 hours notice is required for reservations.

To locate your local meal site, call one of these regional nutrition sites:

Blackstone Health, Inc. /C.O.A.S.I

Phone: 728-9290

Address: 420 Main Street, Pawtucket, RI 02860

Website: blackstonehealth.org

Communities served: Blackstone Area

East Bay Community Action Program

Phone: 437-1000

Address: 100 Bullocks Point Avenue, Riverside, RI 02915

Website: www.ebcap.org

Communities served: East Bay, Bristol, Newport Counties, Pawtucket, Central Falls

Meals on Wheels of Rhode Island

Phone: 351-6700

Address: 70 Bath Street, Providence, RI 02908

Website: www.rimeals.org

Communities served: Providence

Westbay Community Action Program

Phone: 732-4660

Address: 205 Buttonwoods Avenue, Warwick, RI 02886

Website: www.westbaycap.org

Communities served: Kent and Washington Counties

Woonsocket Senior Services

Phone: 766-3734

Address: 84 Social Street, Woonsocket, RI 02895

Website: www.seniorservicesri.org

Communities served: Woonsocket, North Smithfield, Burrillville,

Glocester, Foster, Smithfield, Cumberland, Lincoln

Meals on Wheels

Meals on Wheels of Rhode Island provides delivery of a hot, nutritious noontime meal to frail, homebound seniors five days per week. To qualify, seniors must be 60 years or older, live alone and have no one to help them, and be unable to shop, cook, or drive. Persons with a disability who are under 60 may be eligible in certain circumstances. Donations for the meal are accepted.

Phone: 351-6700

Address: 70 Bath Street, Providence, RI 02908

Website: www.rimeals.org

FRIENDLY VISITING

Neighborhood Friendly Visitor Program

The Neighborhood Friendly Visitor Program provides companionship and friendly support to homebound elderly persons across the state. Volunteers visit, read, write letters, and chat with people who are homebound who benefit from regular social contact. This program welcomes seniors who wish to volunteer their time for a few hours each week. Homebound seniors may also call to find out about getting a visitor.

Phone: 421-7833 x4

Address: 184 Broad Street, Providence, RI 02903

Retired Senior Volunteer Programs

Most Retired Senior Volunteer Programs (RSVP) in Rhode Island also provide opportunities for friendly visiting activities. Please refer to the list of RSVP organizations under "Volunteer Opportunities" on page 145 in this booklet.

Senior Companion Program

Rhode Island's Senior Companion Program is sponsored by the Department of Elderly Affairs. Program volunteers serve frail, isolated older adults in their own homes, adult day centers, and other community sites. The program keeps people linked to the community and enhances independence by providing a variety of services, such as help with food shopping, companionship, and

reading mail. All volunteers are 60 and over, have limited income, and receive a tax-free stipend and other benefits while serving clients 20 hours weekly.

Phone: 462-0569

Seniors Helping Others (SHO)

Seniors Helping Others volunteer organization provides visitation, among other services.

Phone: 789-2362

Address: 25 St. Dominic Road, Wakefield, RI 02879

Website: www.southernrivol.org

GERIATRIC HEALTH ASSESSMENT

Geriatric health assessment units conduct comprehensive assessments of a person's medical status. Seniors who have shown recent changes in their physical, psychological, or social functioning are candidates for assessment. A team of professionals identifies health and medical problems and plans a course of treatment. These organizations offer geriatric assessments:

East Providence: RI Mood and Memory Research Institute

Phone: 435-8950

Address: 1018 Waterman Ave., East Providence, RI 02914

North Providence: Roger Williams Geriatric Assessment Program

Phone: 231-0450

Address: 2 Atlantic Boulevard, North Providence, RI 02911

Pawtucket: Memorial Hospital Neurology Department

Phone: 729-2483

Address: 111 Brewster Street, Pawtucket, RI 02860

Website: www.mhri.org

Providence: Alzheimer's Disease & Memory Disorders Center at Rhode Island Hospital

Phone: 444-6440

Address: 593 Eddy Street, Providence, RI 02903

Website:

www.brown.edu/Departments/Clinical_Neurosciences/adunit2

Providence: Butler Hospital Memory and Aging Program

Phone: 455-6403

Address: 345 Blackstone Boulevard, Providence, RI 02906

Providence: Rhode Island Hospital and the Miriam Hospital Geriatric Neuropsychological Services

Phone: 444-4500

Address: 593 Eddy Street, Physician's office building, Suite 430, Providence, RI 02903

Pawtucket: University Medicine Foundation for Gerontology

Phone: 728-7270

Address: 407 East Avenue, Pawtucket, RI 02860

GUARDIANSHIP

Rhode Island Volunteer Guardianship Program

The Volunteer Guardianship Program (VGP) provides volunteer guardians to low income elders in the community and in long-term care settings. The primary focus of the VGP is to enable elders to live with dignity in the community as their health declines. Cornerstone Adult Day Services, Inc., administers the program for the Department of Elderly Affairs.

Phone: 739-2844 x36

Address: 3270 Post Road, Warwick, RI 02886

HEALTH CENTERS

Community health centers provide health services on a sliding scale payment system. Health centers offer important preventive services, such as women's cancer screening, and in some centers mental/behavioral health counseling is provided. Unless otherwise noted, information about the health centers listed below can be found

on-line at the Rhode Island Health Care Association website at www.rihca.org. Centers are located at:

Block Island Health Services

Phone: 466-2975

Address: PO Box 919, Block Island, RI 02807

Burrillville: Northwest Community Health Care

Phone: 568-7661

Address: 36 Bridgeway, Pascoag, RI 02859

Website: www.northwesthealthcare.org

Central Falls: Blackstone Valley Community Health Center

Phone: 724-7110

Address: 9 Chestnut Street, Central Falls, RI 02863

Charlestown: Narragansett Indian Health Center*

Phone: 364-1265 x10

Address: 4533 South County Trail, Charlestown, RI 02813

Coventry Family Health Center

Phone: 828-5335

Address: 191 MacArthur Boulevard, Coventry, RI 02816

Cranston Family Health Center

Phone: 943-1981

Address: 1090 Cranston Street, Cranston, RI 02920

East Providence: East Bay Family Health Center

Phone: 437-1008

Address: 100 Bullocks Point Avenue, Riverside, RI 02915

Johnston: Tri-Town Health Center

Phone: 519-1900

Address: 1126 Hartford Avenue, Johnston, RI 02919

Website: www.tri-town.org

Newport: New Visions for Newport County

Phone: 847-7821

Address: 19 Broadway, Newport, RI 02840

North Kingstown: Bayside Family Healthcare

Phone: 295-9706

Address: 308 Callahan Road, North Kingstown, RI 02852

Pawtucket: Blackstone Valley Community Health Center

Phone: 722-0081

Address: 42 Park Place, Pawtucket, RI 02860

Providence: Allen Berry Health Center

Phone: 444-0570

Address: 202 Prairie Avenue, Providence, RI 02905

Providence: Capitol Hill Health Center

Phone: 444-0550

Address: 40 Candace Street, Providence, RI 02908

Providence: Central Health Center

Phone: 444-0580

Address: 239 Cranston Street, Providence, RI 02907

Providence: Chafee Health Center

Phone: 444-0530

Address: One Warren Way, Providence, RI 02905

Providence: Olneyville Health Center

Phone: 444-0540

Address: 100 Curtis Street, Providence, RI 02909

Providence: Chad Brown Health Center

Phone: 831-5953

Address: 285 A Chad Brown Street, Providence, RI 02908

Website: www.chadbrownhealth.org

Providence: RI Free Clinic*

Phone: 274-6347

Address: 655 Broad Street, Providence, RI 02907

Website: www.rifreeclinic.org

**Providence: St. Joseph Hospital for Specialty Care,
Center for Health and Human Services***

St. Joseph Hospital has both a walk-in clinic for urgent issues,
and a medical clinic for more routine issues.

Phone for walk-in clinic: 456-4321

Phone for medical clinic: 456-4325

Address: 21 Peace Street, Providence, RI 02907

Website: www.specialtycareri.com/serv_HealthCenter.asp

Richmond/Hope Valley: Wood River Health Services, Inc.

Phone: 539-2461

Address: 823 Main Street, Hope Valley, RI 02832

Website: www.rihca.org

South Kingstown: Thundermist Health Center

Phone: 783-0523

Address: 1 River Street, Wakefield, RI 02879

Website: www.thundermisthealth.org

Tiverton: New Visions for Newport County

Phone: 625-5197

Address: 1048 Stafford Road, Tiverton, RI 02878

West Warwick: Thundermist Health Center

Phone: 615-2800

Address: 1219 Main Street, West Warwick, RI 02893

Website: www.thundermisthealth.org

Warwick: Wilcox Family Health Center

Phone: 732-9090

Address: 226 Buttonwoods Avenue, Warwick, RI 02886

Woonsocket: Thundermist Health Center

Phone: 767-4100

Address: 450 Clinton Street, Woonsocket, RI 02895

Website: www.thundermisthealth.org

**These centers are not members of the RI Health Care Association.*

HEALTH INSURANCE

Senior Health Insurance Program (SHIP)

The Rhode Island Senior Health Insurance Program (SHIP) is part of a national partnership to help consumers make informed health care choices. SHIP volunteers provide one-to-one counseling to seniors, adults with disabilities, families, and caregivers. The

program is designed to help seniors and adults with disabilities understand health care cost and coverage and deal with issues regarding health care.

Volunteer SHIP counselors can discuss Medicare, Medicare drug plans, supplemental insurance, Medicare Advantage plans, over-insurance, free and reduced-cost medical care programs, federal retiree health insurance, Veterans benefits and long-term care insurance, and other programs. There are SHIP volunteers statewide. For more information on SHIP or to locate your local SHIP counselor, call THE POINT.

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m/
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

Regional POINTS

Cranston Senior Services	780-6000
Johnston Senior Center	944-3343
Child & Family Services of Newport	849-2300
Pawtucket: Leon Mathieu Senior Center	728-7582
Providence: St. Martin dePorres Center	274-6783
South County Community Action	789-3016
Woonsocket Senior Services	766-3734

Guide to Buying Medicare Supplement Insurance and Medicare Advantage Plans

This Rhode Island guide is free from the Department of Elderly Affairs. The guide contains current information about available

health plans in Rhode Island, including coverage and premiums.
To order a copy, call THE POINT.

Phone: 462-4444 **TTY:** 462-4445

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m./
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

Medicare Website

The Medicare website offers information on Medicare, Medicare Prescription Drug (Medicare Part D) plans, and other Medicare benefits. The website also has information that allows consumers to find a doctor or other healthcare professional and to compare the performance of nursing homes, hospitals, and home health care agencies using uniform national standards.

Website: www.medicare.gov

Senior Centers

Rhode Island's senior centers can also provide information on SHIP. Refer to page 124 for a listing of senior centers.

HEARING AND SPEECH SERVICES

Adaptive Telephone Equipment Loan Program

The Adaptive Telephone Equipment Loan Program provides telephone equipment to qualified individuals who have hearing or speech impairments or who suffer from neuromuscular damage or a disease that inhibits their ability to use a standard telephone.

Equipment includes such devices as amplified phones, a TTY phone, uniphone, dialogue voice carryover phone, or CapTel captioning.

Phone: 276-0875 **TTY:** 861-6677

Address: 100 Houghton Street, Providence, RI 02904

Website: www.RIATELProgram.org

Memorial Hospital

Phone for hearing services: 729-2022 (hearing) **TTY:** 723-2050

Phone for speech services: 729-2681 (speech)

Address: 111 Brewster Street, Pawtucket, RI 02860

Website: www.mhri.org

PARI

PARI runs the Gift of Hearing Program, which provides reduced cost hearing aids.

Phone: 725-1966

Address: 500 Prospect Street, Pawtucket, RI 02860

Website: www.pari-ilc.org

Rhode Island Commission on the Deaf and Hard of Hearing

The Rhode Island Commission on the Deaf and Hard of Hearing provides information and referrals, administers sign language interpreter referral service, and provides ADA consultation, outreach and training. Their library has videos, books, and articles available for borrowing.

Phone: 222-1204 **TTY:** 222-1205

Address: One Capitol Hill (ground level), Providence, RI 02908

Website: www.cdhh.ri.gov

**Rhode Island Hospital Department of Audiology
and Speech Pathology**

Phone: 444-5485

Address: 1 Hoppin Street, Providence, RI 02903

Rhode Island Relay Service

Relay Rhode Island can connect hearing-impaired Rhode Islanders with various government agencies and also assist them in completing a telephone call.

Phone: 1-866-703-5485

Website: www.hamiltonrelay.com

URI Speech and Hearing Centers

The University of Rhode Island Speech and Hearing Centers diagnose and treat hearing, speech, language, and swallowing problems. They provide hearing evaluations and dispense hearing aids.

Phone: 874-5969

Address: Independence Square, Suite I, Kingston, RI 02881

Website: www.uri.edu/hss/cmd

HEATING ASSISTANCE

Low-Income Home Energy Assistance Program

The Low-Income Home Energy Assistance Program (LIHEAP) provides assistance to income eligible customers in meeting the costs of heating their homes.

The amount of assistance provided is based on household size and income level.

Current income guidelines are:

1-person household	\$24,395
2-person household	\$31,901
3-person household	\$39,407

Heating assistance is available to households that are responsible for their heating costs.

Apply for heating assistance at:

Blackstone Valley Community Action Program

Phone: 723-0227

Address: 32 Goff Avenue, Pawtucket, RI 02860

Website: www.bvcap.org

Communities served: Woonsocket, North Smithfield, Pawtucket, Lincoln, Cumberland, Central Falls

Cranston: Comprehensive Community Action Program

Phone: 467-9610

Address: 311 Doric Avenue, Cranston, RI 02910

Website: www.comcap.org

Communities served: Cranston, Scituate, Foster

East Bay: East Bay Community Action Program

Phone: 437-5102

Address: 100 Bullocks Point Avenue, Riverside, RI 02915

Website: www.ebcap.org

Communities served: Bristol, East Providence, Jamestown, Little Compton, Barrington, Newport, Portsmouth, Tiverton, Warren, Middletown

Northwest RI: Tri-Town Community Action Agency

Phone: 349-5760

Address: 1126 Hartford Avenue, Johnston, RI 02919

Website: www.tri-town.org

Communities served: Smithfield, Burrillville, Glocester, Chepachet,

North Providence, Johnston

Providence Community Action

Main phone: 273-2000

Elderly services phone: 437-8054

Address: 518 Hartford Avenue, Providence, RI 02909

Website: www.procapri.org

Communities served: Providence

South County Community Action Agency

Phone: 789-3016

Address: 1935 Kingstown Road, Peace Dale, RI 02879

Website: www.sccainc.org

Communities served: Hopkinton, Narragansett, North Kingstown, Westerly, Exeter, South Kingstown, West Greenwich, Charlestown, New Shoreham, Richmond

Warwick/Kent County: Westbay Community Action Program

Phone: 732-4660

Address: 208 Buttonwoods Avenue, Warwick, RI 02886

Website: www.westbaycap.org

Communities served: Warwick, Coventry, West Warwick, East Greenwich

Citizen's Energy

The Citizen's Energy website provides a listing of energy assistance resources in Rhode Island.

Website: www.citizensenergy.com/english/pages/35/rhode-island

Diocese of Providence

The Diocese of Providence has a program called Keep the Heat On that provides heating assistance in emergency situations.

Phone: 421-7833 x107

Address: 184 Broad Street, Providence, RI 02903

Website: www.heatri.com

Salvation Army

The Salvation Army of Rhode Island provides heating and utility assistance.

Phone: 831-1119

Address: 386 Broad Street, Providence, RI 02907

Website: www.use.salvationarmy.org

HOME AND COMMUNITY CARE

Some seniors and adults with disabilities may be able to remain in the community with the appropriate support services, home adaptations, and assistive devices. Community living options are designed to enable seniors and adults with disabilities to live in a less restrictive community-based environment or in their own home.

Home adaptations include modifications such as ramps, safety bars, or widened doorways. Assistive devices include tub benches, reachers, or alerting systems. Home and community support includes services such as personal care assistants, homemakers, home health aides, Meals on Wheels, or an emergency alert system.

Home and Community Care Programs

Home and Community Care Programs provide eligible seniors with innovative options to help them remain in the community and avoid premature institutionalization. These options are designed to assist the functionally impaired senior to meet a wide variety of medical, environmental, and social needs.

Based on eligibility, Home and Community Care Programs may provide home health aide services, adult day services, Meals on Wheels, Senior Companion, personal emergency alert systems, minor home modifications, or minor assistive devices.

If appropriate, placement in an assisted living facility may be made. For most Home and Community Care Programs, a person must be 65 or older, be a Rhode Island resident, and be basically homebound (unable to leave home without considerable assistance). For some persons on Medical Assistance (Medicaid), support services and assistive devices may be provided at no charge. Other Medicaid clients may have to make a contribution towards services. Call the Department of Elderly Affairs for more information.

Phone: 462-0570

Website: www.dea.state.ri.us

Alliance for Better Long Term Care

The state's Long Term Care Ombudsman Office is run by the Alliance for Better Long Term Care. The home care ombudsman serves as an advocate, mediator, and problem-solver for persons receiving services from licensed home health care agencies and/or hospice services. Phone: 785-3340

Address: 422 Post Road, Warwick, RI 02888

National website: www.ltcombudsman.org

Department of Human Services Long Term Care Offices

Persons who are eligible for Medical Assistance (Medicaid) may be eligible for home adaptations, support services, and assistive devices at no cost. Call your local DHS long-term care office listed

on page 113 in this book under Nursing Homes/Long Term Care.

Department of Mental Health, Retardation, and Hospitals

Persons who had a significant disability before age 22 should call the Division of Developmental Disabilities at the Department of Mental Health, Retardation, and Hospitals about options for home and community care.

Phone: 462-3421

Address: 14 Harrington Road, Pastore Complex, Cranston, RI 02920

Website: www.mhrh.ri.gov

Home Health Quality Initiative

The Home Health Quality Initiative (HHQI) is part of a national effort by the Centers for Medicare and Medicaid Services to improve the quality of care for those who use home health care services provided by Medicare-certified suppliers. Call or visit the website to get access to data intended to help seniors, family members, and caregivers find out about the quality of home care their loved ones are receiving.

Phone: 1-800-MEDICARE (1-800-633-4227) **TTY:** 1-877-486-2048

Website: www.medicare.gov

Jewish Family Service

Jewish Family Service of Rhode Island provides trained and licensed Certified Nursing Assistants to assist the sick, the elderly, or the temporarily disabled at home. The goal is to enable these individuals to maintain their independence. Help is provided for personal care and meal preparation with special attention given to kashruth, if applicable.

Phone: 331-1244

Address: 959 North Main Street, Providence, RI 02904

Website: www.jfsri.org

Ocean State Center for Independent Living (OSCIL)

Call OSCIL for information about services, housing, or transportation related to home and community care.

Phone: 738-1013 or 1-866-857-1161 (toll free) **TTY:** 738-1015

Address: 1944 Warwick Avenue, Warwick, RI 02889

Website: www.oscil.org

PARI

PARI can provide information about services, housing, or transportation related to home and community care. PARI also runs a personal care assistant program called Personal Choice.

Phone: 725-1966

Address: 500 Prospect Street, Pawtucket, RI 02860

Website: www.pari-ilc.org

Program for the All-Inclusive Care of the Elderly (PACE)

The Program for the All-Inclusive Care of the Elderly (PACE) offers eligible individuals options to nursing home care. To be eligible for PACE, a person must be 55 or older and qualify for nursing home care. To enroll in PACE, the client must agree to get their care from a network of doctors and providers in the program. PACE coordinates all care to meet the daily needs of the client and the team of caregivers includes social workers, nurses, and other professional staff. PACE is also a licensed adult day service program.

Phone: 490-6566

Address: 225 Chapman Street, Providence, RI 02905

Website: www.pace-ri.org

Rhode Island Home and Community Care Co-payment Program

For persons who meet the guidelines for the Rhode Island Home and Community Care Co-payment program, services are provided at a reduced rate. Currently, these annual income guidelines are \$19,785 for a single person and \$24,735 for a couple. Each year, these guidelines are adjusted to reflect changes in the Federal Poverty Level. Co-payments are determined by the client's income. The Department of Elderly Affairs works with a network of regional case management agencies and other senior organizations to develop care plans to help seniors remain in the least restrictive environment with maximum independence. Call the Department of Elderly Affairs for more information.

Phone: 462-0570

Website: www.dea.state.ri.us

Visiting Nurse Agencies

Visiting nurse agencies provide home health care, which may include nursing care, physical therapy, hospice care, speech therapy, and other services. The following are not-for-profit visiting nurse agencies in Rhode Island:

VNA of Care New England

Phone: 737-6050

Address: 51 Health Lane, Warwick, RI 02886

Website: www.cnehomehealth.org

VNA of Rhode Island

Phone: 574-4900

Address: 475 Kilvert Street, Suite 400, Warwick, RI 02886

Website: www.vnari.org

Visiting Nurse Association of Southeastern Massachusetts**Little Compton Office**

Phone: 635-2358

Address: 115 East Main Road, Little Compton, RI 02837

Website: www.vnasm.org

Visiting Nurse Service of Greater RI

Phone: 769-5670

Address: 6 Blackstone Place, Lincoln, RI 02865

Website: www.vnsgri.org

VNS Home Health Services

Phone: 1-800-739-2920

Address: 14 Woodruff Ave., Suite 7, Narragansett, RI 02882

Website: www.vnshomehealth.org

VNS of Newport and Bristol Counties

Phone: 682-2100 TTY: 682-2388

Address: 1184 East Main Road, Portsmouth, RI 02871

Website: www.vnsri.org

Volunteer Nursing Organization

The Volunteer Nursing Organization provides in home nursing services, such as help with bathing, blood pressure checks, and other services at no cost.

Phone: 946-2117

Address: 23 Dellwood Road, Cranston, RI 02920

THE POINT

There are a number of additional non-profit and private home care agencies in Rhode Island. THE POINT can provide a listing of home healthcare providers.

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m/
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

HOME EQUITY CONVERSION MORTGAGES

Rhode Island Housing

Rhode Island's Home Equity Conversion Mortgage (HECM) program allows seniors to borrow against the equity in their homes. The loan is repaid when the house is sold or when the owner/borrower ceases to live in it. This type of program is sometimes referred to as a reverse mortgage program. Under HECM, borrowers must be 62 or older and have annual incomes below \$88,950.

Phone: 457-1119 or 1-800-427-5560

Address: 44 Washington Street, Providence, RI 02903

Website: www.rhodeislandhousing.org

Mortgage counseling

Rhode Island Housing also works with various non-profit organizations to prevent elder consumers from becoming victims of predatory loan practices. Counseling is available for consumers who are looking for a loan, refinancing, have fallen behind on mortgage payments, or are facing foreclosure.

Phone: 1-800-436-3180

Website: www.dontborrowtroubleri.org

HOSPICE CARE

Hospice care focuses on the needs of terminally ill patients. Social, spiritual, and emotional support represent the basic foundation of a system designed to enhance the individual's quality of life. A hospice team usually includes a medical director, nurses, clergy, and other health care professionals.

Medicare covers hospice services as long as the providing agency is a certified Medicare provider. Medical Assistance (Medicaid) and most private insurance plans also cover hospice services.

Home & Hospice Care of Rhode Island

While most hospice care is provided in the home, there are facilities that also offer this type of care. For more information, contact Home & Hospice Care of Rhode Island.

Phone: 727-7070 or 1-800-338-6555

Address: 169 George Street, Pawtucket, RI 02860

Website: www.hhcri.org

Hospice of Nursing Placement, Inc.

Hospice of Nursing Placement, Inc. provides hospice services to culturally diverse populations. In addition to English, the team has members who speak Portuguese, Cape Verdean Creole, Spanish, and Russian.

Phone: 728-6500 or 1-800-466-3227

Address: 334 East Avenue, Pawtucket, RI 02860

Website: www.hospiceofnursingplacement.com

Odyssey HealthCare of Rhode Island

Odyssey HealthCare provides hospice services through an interdisciplinary group, including physicians, nurses, social workers, counselors, and dietary counselors.

Phone: 738-1492

Address: 2378 Post Road, Suite 206, Warwick, RI 02886

Rhode Island Cancer Council, Inc.

The Rhode Island Cancer Council assists cancer patients, families, and medical professionals in locating necessary services and can provide information on hospice care.

Phone: 728-4800 or 1-866-879-4100

Address: 249 Roosevelt Avenue, Pawtucket, RI 02860

Website: www.ricancercouncil.org

Visiting Nurse Agencies

Most visiting nurse agencies (VNAs) provide hospice services. For a listing of VNAs, see page 84 in the Home and Community Care section of this manual.

Note: Check with your health insurance to make sure that the hospice provider you choose is in their network.

HOUSING ASSISTANCE AND HOME REPAIR

Rhode Island Housing

Rhode Island Housing oversees the management of 20,000 apartments for low-income seniors, families, and persons with disabilities. Approximately 15,000 of these apartments are Section 8. Under this category, tenants pay 30 percent of their income for rent. Many cities and towns have public housing authorities that provide affordable apartments and Section 8 vouchers. Contact your local city or town hall. The remaining 5,000 apartments have a variety of subsidies that keep the rents affordable for low-income households. Applicants can apply for housing in any

community in which they would like to live. Most communities have a waiting list for these affordable housing units.

Phone: 457-1234 **TTY:** 450-1394

Address: 44 Washington Street, Providence, RI 02903

Website: www.rhodeislandhousing.org

Rhode Island Housing HelpCenter

The Rhode Island Housing HelpCenter is dedicated to providing professional support and education to help more Rhode Islanders protect themselves from losing their homes and to make safe, informed decisions for their futures. The HelpCenter's counselors can help you with an existing mortgage, make informed decisions about finding an affordable rent or mortgage, or prepare for homeownership.

Phone: 457-1130.

Rhode Island Housing HomeLocatorRI.net

This is a free website that lists homes for rent or sale in Rhode Island.

Phone: 1-877-428-8844 (English and Spanish)

Website: www.HomeLocatorRI.net

Cities and Town Loans for Home Repair

Some grants or loans for home repair may be available through local communities. Call your city or town hall.

Community Action Programs (CAPs)

Some CAPs provide housing assistance and home repair services. Call your local CAP to see what they have available. See page 26 for a listing.

Crossroads Rhode Island

Crossroads Rhode Island provides information and referral for the homeless and those in transition.

Phone: 521-2255 **TTY:** 277-4381

Address: 160 Broad Street, Providence, RI 02903

Website: www.crossroadsri.org

Home Improvement & Lead Abatement Program

Rhode Island Housing's Home Improvement & Lead Abatement Program can assist qualified residents in obtaining low-interest home repair and improvement loans.

Phone: 450-1350

Address: 44 Washington Street, Providence, RI 02903

Website: www.rhodeislandhousing.org

Operation Stand Down

Operation Stand Down Rhode Island serves homeless and disabled veterans.

Phone: 383-4730

Address: 1010 Hartford Avenue, Johnston, RI 02919

Website: www.osdri.com

Rhode Island Coalition for the Homeless

The Rhode Island Coalition for the Homeless publishes the Street Sheet, a listing of emergency shelters, food pantries, and other helpline resources.

Phone: 421-6458

Address: 160 Broad Street, Providence, RI 02903

Website: www.rihomeless.com

U.S.D.A. Rural Development

The U.S.D.A. Rural Development provides grants and loans for home repair and improvement to qualified homeowners.

Phone: 826-0842 x4

Address: 60 Quaker Lane, Suite 44, Warwick, RI 02886

THE POINT

THE POINT can provide a listing of housing assistance options.

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m/
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

IDENTIFICATION CARDS

Division of Motor Vehicles

The Rhode Island Division of Motor Vehicles (DMV) issues photo identification cards for Rhode Island residents age 59 and older and adults with disabilities. You must have proof of residence, proof of ID, and proof of signature. Some of the documents accepted are an original birth or baptismal certificate, a U.S. Naturalization Certificate, an active passport, or military ID from active service and a retiree or reservist identification. There is no fee for the cards.

Main Phone: 462-4DMV (462-4368)

Website: www.dmv.ri.gov

Identification cards are issued at these DMV sites:

Middletown

Address: 73 Valley Road, Middletown, RI 02840

Hours of operation: Monday through Friday
from 8:30 a.m. to 3:30 p.m.

Pawtucket

Address: 100 Main Street, Pawtucket, RI 02860

Hours of operation: Monday through Friday
from 8:30 a.m. to 3:15 p.m.

Wakefield

Address: Stedman Government Center, Tower Hill Road,
Wakefield, RI 02879

Hours of operation: Wednesday and Thursday
from 8:30 a.m. to 3:30 p.m.

Warren

Address: 1 Joyce Street, Warren, RI 02885

Hours of operation: Tuesday from 8:30 a.m. to 3:30 p.m.

Woonsocket

Address: 217 Pond Street, Dept. of Labor and Training Bldg.,
Woonsocket, RI 02865

Hours of operation: Tuesday through Friday
from 8:30 a.m. to 3:30 p.m.

Please note: Identification cards are not processed at the DMV location in the Rhode Island Mall in Warwick.

LEGAL SERVICES

**Rhode Island Bar Association's Legal Information
and Referral Service**

The Rhode Island Bar Association's Legal Information and Referral Service for the Elderly, helps anyone 60 or older obtain legal services and advice. Seniors may receive a free initial consultation of up to 30 minutes. A reduced-fee program is available for moderate income seniors. A no-fee program is available for certain low-income seniors. Collect calls are accepted.

Phone: 521-5040

Address: 115 Cedar Street, Providence, RI 02903

Website: www.ribar.com

Rhode Island Disability Law Center

Rhode Island Disability Law Center provides free legal assistance to persons with disabilities. Services include individual representation to protect rights or to secure benefits and services, self-help information, educational programs and administrative and legislative advocacy. The agency administers eight federally funded advocacy programs, each of which has its own eligibility criteria.

Phone: 831-3150 **TTY:** 831-5335

Address: 275 Westminster Street, Suite 401, Providence, RI 02903

Website: www.ridlc.org

Rhode Island Legal Services Senior Citizens Program

The Rhode Island Legal Services Senior Citizens Program helps low income persons 60 and older with legal advice and assistance with

problems related to housing, Social Security, Medical Assistance, Medicare, and Food Stamps.

Providence phone number: 274-2652 or 1-800-662-5034

TTY: 272-5335

Providence address: 56 Pine Street, Providence, RI 02903

Newport phone number: 846-2264 or 1-800-637-4529

Newport address: 50 Washington Square, Newport, RI 02840

MEDICAID

Department of Human Services (DHS)

Medical Assistance (Medicaid) pays for needed medical care for people 65 and older, or who have a disability. The income eligibility requirements are as follows:

Eligibility:	Individual	Couple
Monthly Income:	\$800	\$842
Resources:	\$4,000	\$6,000

** These numbers are based on the 2008 Federal Poverty Level (FPL) guidelines.*

If your income exceeds the above guidelines, you may still be eligible through the "flexible test." Apply at your local Department of Human

Services (DHS) office:

Newport DHS

Phone: 849-6000

Address: DHS Family Center, 110 Enterprise Center, Middletown, RI 02842

Communities served: Newport, Jamestown, Little Compton, Middletown, Portsmouth, Tiverton

North Kingstown DHS

Phone: 267-1030

Address: 7734 Post Road, North Kingstown, RI 02852

Communities served: Charlestown, Coventry, East Greenwich, Exeter, Hopkinton, Narragansett, Block Island, North Kingstown, Richmond, South Kingstown, West Greenwich, Westerly

Pawtucket DHS

Phone: 729-5400

Address: 24 Commerce Street, Pawtucket, RI 02860

Communities served: Pawtucket, Central Falls and the East Bay area

Providence DHS**Phone:** 222-7000**Address:** Regional Family Center, 206 Elmwood Avenue, Providence, RI 02907**Communities served:** Providence, Scituate, Johnston, Cranston**Warwick DHS****Phone:** 736-6511**Address:** 195 Buttonwoods Avenue, Warwick, RI 02886**Communities served:** Warwick, West Warwick**Woonsocket DHS****Phone:** 235-6300**Address:** 450 Clinton Street, Woonsocket, RI 02895**Communities served:** Woonsocket, Burrillville, Cumberland, Foster, Glocester, Lincoln, North Providence, North Smithfield, Smithfield

If you have a question, or would like an application, call the DHS Information Line.

Phone: 462-5300 **TTY:** 462-3363**Website:** www.dhs.state.ri.us

MEDICAID OR MEDICARE FRAUD, WASTE, AND ABUSE

Medicare and Medicaid fraud, waste, and abuse can include actions such as incorrectly reporting a diagnosis, procedure, treatment or medication to get a higher payment, billing for individual mental health service when group counseling was provided, billing for brand name prescriptions when generic medications were used, billing Medicare, Medicaid, and a private insurance carrier for the same service, billing for diagnostic tests not done, using another person's Medicare or Medicaid card to get services or providing kickbacks or bribes in connection with Medicare or Medicaid services. If you are aware of fraud, waste, or abuse, you can report it at one of the numbers below.

Rhode Island Senior Medicare Patrol (SMP)

Rhode Island SMP helps persons get the most out of their health care. SMP also encourages persons to report Medicare and Medicaid fraud, waste, and abuse. For information or to make a report, call THE POINT.

Phone: 462-4444

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m/
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

Medicare Office of the Inspector General Hotline

People can also call the Medicare Office of the Inspector General Hotline to report Medicare fraud, waste, and abuse.

Phone: 1-800-447-8477

Medic North Medicare Part D Integrity Contractor

To report Medicare Part D fraud, waste, or abuse call the Medic North Medicare Part D Integrity Contractor.

Phone: 1-877-772-3379

Attorney General's Office of Consumer Protection, Criminal Division

To report Medicaid fraud by a provider, call the Attorney General's Office of Consumer Protection, Criminal Division.

Phone: 274-4400, x2269

Address: 150 South Main Street, Providence, RI 02903

Website: www.riag.ri.gov

Department of Human Services Fraud Unit

To report fraud, waste, or abuse by a person receiving Medicaid, contact the Department of Human Services Fraud Unit.

Phone: 222-1700

Quality Partners of Rhode Island

To report complaints of improper or inadequate care, call Quality Partners of Rhode Island.

Phone: 1-800-662-5028

Address: 235 Promenade Street, Suite 500, Providence, RI 02908

MEDICARE

Medicare is the nation's health insurance program for people 65

and older, and younger people who are disabled or who have end stage renal disease. Medicare consists of four parts-Part A (Hospital Insurance), Part B (Medical Insurance), Part C (Medicare Supplemental and Medicare Advantage Insurance Plans) and Medicare Part D (Medicare Prescription Drug Plans). Almost all persons over age 65 are automatically entitled to Medicare Part A if they or their spouse are eligible for Social Security or Railroad Retirement.

Part A covers inpatient hospital care, skilled nursing facility, home health, and hospice care. Part B is optional insurance that complements Part A coverage. Part B covers physician services, outpatient hospital services, home health, durable medical equipment, laboratory and x-rays, ambulance, and other services.

Apply for Medicare at Social Security three months before turning age 65. Apply on-line or at your local Social Security office. See page 132 for a listing of local offices.

Phone: 1-800-MEDICARE (1-800-633-4227)

Website: www.medicare.gov

Beneficiaries can also create a personal health care profile on the Medicare website by clicking on My Health. My Medicare.

MEDICARE PART D

Medicare Prescription Drug (Medicare Part D) Plans offer Medicare beneficiaries the opportunity to purchase insurance plans to help them pay for prescription drugs. Coverage is available for both generic and brand name medications. Premiums, deductibles, and co-payments may apply.

Medicare beneficiaries who have supplemental health insurance can choose from more than 50 plans offered by more than 20 companies. Medicare beneficiaries who have Medicare Advantage Plans must choose their Part D plans from options offered by their Medicare Advantage organization.

Medicare Part D Counseling : THE POINT

For individual counseling regarding Medicare Part D plans, call THE POINT to make an appointment with the Senior Health Insurance

Program (SHIP) counselor in your area.

Phone: 462-4444

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m/
T, Th 8:30 a.m. to 7:00 p.m.

Address: 171 Service Road, Warwick, RI 02886

Website: www.ThePointRI.org

Extra Help/Low Income Subsidy (LIS)

Assistance in paying for plan premiums and other expenses (Extra Help) may be available for Medicare beneficiaries with limited incomes and resources. RIPAE members can receive help in paying for their Part D medications during the plan deductible or coverage gap phases, if applicable. For information, contact Social Security. You can apply by phone or on-line. For a listing of local Social Security offices, see page 132. Senior Health Insurance Program (SHIP) counselors at THE POINT can also help you with an application. See page 73 for more information about SHIP.

For LIS information, contact Social Security at:

Phone: 1-800-772-1213 **TTY:** 1-800-325-0778

Website: www.ssa.gov

MEDICARE PREMIUM PAYMENT PROGRAM

The Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), and Qualifying Individuals (QI-1) programs pay the monthly Medicare Part B premium for eligible Medicare beneficiaries who meet the following guidelines for 2009:

Monthly Income:	Individual	Couple
QMB:	\$ 923.00	\$1,235.00
SLMB:	\$1,103.00	\$1,477.00
QI-1:	\$1,239.00	\$1,660.00
Resources:	\$4,000.00	\$6,000.00

** These numbers are approximate and include the \$20 income disregard.*

Income limits are adjusted each year in accordance with the Federal Poverty Level. QMB pays the Medicare Part A premium, if necessary, the Part B premium, plus the Medicare deductibles and coinsurances. SLMB and QI-1, which pay the Part B premiums only, may be retroactive up to 3 months prior to the month of application. Qualifying for any of these programs increases your Social Security benefit. This can affect eligibility for Medical Assistance (Medicaid) and other programs.

The Qualified Disabled and Working Individual (QDWI) pays the Part A premium for eligible beneficiaries. The guidelines are \$3695 for an individual and \$4942 for a couple.

To apply, contact the nearest Department of Human Service (DHS) office:

Newport DHS

Phone: 849-6000

Address: DHS Family Center, 110 Enterprise Center,
Middletown, RI 02842

Communities served: Newport, Jamestown, Little Compton, Middletown,
Portsmouth, Tiverton

North Kingstown DHS

Phone: 267-1030

Address: 7734 Post Road, North Kingstown, RI 02852

Communities served: Charlestown, Coventry, East Greenwich, Exeter, Hopkinton, Narragansett, Block Island, North Kingstown, Richmond, South Kingstown, West Greenwich, Westerly

Pawtucket DHS

Phone: 729-5400

Address: 24 Commerce Street, Pawtucket, RI 02860

Communities served: Pawtucket, Central Falls and the East Bay area

Providence DHS

Phone: 222-7000

Address: Regional Family Center, 206 Elmwood Avenue, Providence, RI 02907

Communities served: Providence, Scituate, Johnston, Cranston

Warwick DHS

Phone: 736-6511

Address: 195 Buttonwoods Avenue, Warwick, RI 02886

Communities served: Warwick, West Warwick

Woonsocket DHS

Phone: 235-6300

Address: 450 Clinton Street, Woonsocket, RI 02895

Communities served: Woonsocket, Burrillville, Cumberland, Foster, Glocester, Lincoln, North Providence, North Smithfield, Smithfield

You can also call the DHS Information Line.

Phone: 462-5300 **TTY:** 462-3363

Website: www.dhs.state.ri.us

MEDICATION ASSISTANCE

Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE)

The Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE) program pays a portion of the cost of prescriptions used to treat a number of medical conditions for eligible Rhode Island residents 65 and older. RIPAE also offers limited coverage for the cost of injectable prescription drugs used to treat Multiple Sclerosis.

Individuals with an annual income up to \$20,934 and married couples with a combined annual income up to \$26,170 receive a 60% discount off the price of approved medications. Individuals with an annual income up to \$26,279 and married couples with a combined annual income up to \$32,851 receive a 30% discount. Individuals with an annual income up to \$45,991 and married couples with a combined income not exceeding \$52,561 receive a 15% discount.

In order to qualify for RIPAE, seniors and adults with disabilities must enroll in a Medicare Prescription Drug Plan (Medicare Part D) and verify this enrollment to the Department of Elderly Affairs. Income guidelines increase each year in accordance with the Social Security Cost-Of-Living Adjustment (COLA). RIPAE enrollees can purchase all other FDA-approved prescriptions (except for those used to treat cosmetic conditions) at a 15% discount.

Also under RIPAE, Rhode Island residents between 55 and 64 who are receiving Social Security Disability Income (SSDI) payments and who meet specified income limits, can purchase medications (except those prescribed for cosmetic conditions) at a 15% discount. The annual income limits for those receiving SSDI are \$45,991 for a single person and \$52,561 for a married couple.

Phone: 462-3000 or call THE POINT at 462-4444

THE POINT

THE POINT can provide information about getting help to pay for medications.

Phone: 462-4444

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m/
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

NeedyMeds

NeedyMeds is an information source that connects people to programs that provide assistance with the cost of medications. Patient Assistance Programs (PAPs) provide free or low-cost prescription medicine to low-income people who are uninsured or under-insured and meet the guidelines. Most medicines are provided by the pharmaceutical companies who manufacture the medicine. Information is provided on the NeedyMeds website.

Website: www.needymeds.org

Partnership for Prescription Assistance

You can also contact the Partnership for Prescription Assistance for information about medication assistance.

Phone: 1-888-477-2669

Website: www.pparx.org

Pharmaceutical Research and Manufacturers of America

A number of pharmaceutical manufacturers make some of their drugs available free of charge to patients who have difficulty paying for them. These are voluntary programs, so each drug manufacturer sets its own eligibility criteria. Call the Pharmaceutical Research and Manufacturers of America for more information.

Phone: 1-877-743-6779

Website: www.RxforRI.org

RI Help

Uninsured Rhode Island residents between the ages of 19 and 65 who have an annual income at or below the federal poverty level can join the RI Help plan. Generally, the discounts are 15% for brand name drugs and 40% for generics.

Phone: 1-800-311-0553

MENTAL/BEHAVIORAL HEALTH

Rhode Island Council of Community Mental Health Organizations

The Rhode Island Council of Community Mental Health Organizations (RICCMHO) does not provide direct services, however, they can assist individuals seeking information and referral about treatment.

Phone: 228-7990

Website: www.riccmho.org

Member RICCMHO organizations offer a wide variety of mental health and substance abuse treatments, including emergency services. RICCMHO organizations include:

East Bay Center

Phone: 431-9870

Address: 610 Wampanoag Trail, East Providence, RI 02915

Website: www.eastbay.org

Fellowship Health Resources, Inc.

Phone: 333-3980

Address: 25 Blackstone Valley Place, Suite 300, Lincoln, RI 02865

Website: www.fellowshiphr.org

Gateway Healthcare, Inc.

Phone: 1-800-745-5555

Emergency phone Pawtucket: 723-1915

Emergency phone Johnston: 553-1031

Address: 249 Roosevelt Ave. Suite 205, Pawtucket, RI 02860

Website: www.gatewayhealth.org

The Kent Center

Phone: 691-6000 **24 hour phone:** 738-4300

Address: 2756 Post Road, Suite 200, Warwick, RI 02886

Website: www.thekentcenter.org

Newport County Community Mental Health Center**Phone:** 846-1213**Address:** 127 Johnny Cake Hill Road, Middletown, RI 02842**Website:** www.nccmhc.org**NRI Community Services****Phone:** 235-7121**Address:** 800 Clinton Street, Woonsocket, RI 02895**Website:** www.nricommunityservices.org**Riverwood Mental Health Services****Phone:** 247-4278 **Emergency phone:** 253-1812**Address:** 25 Railroad Avenue, Warren, RI 02885**Website:** www.riverwoodmhs.org**South Shore Mental Health Center, Inc.****Phone:** 364-7705**Charlestown address:** 4705A Old Post Road, Charlestown, RI 02813**Wakefield address:** 55 Cherry Lane, Wakefield, RI 02879**Website:** www.ssmhc.org**SSTAR of Rhode Island, Inc.****Phone:** 294-6160 **Emergency phone:** 1-800-747-6237**Address:** 1959 Tower Hill Road, North Kingstown, RI 02852**Website:** www.sstar.org**The Providence Center****Phone:** 528-0123**Address:** 528 North Main Street, Providence, RI 02904**Website:** www.providencecenter.org**Community Health Centers**

Some community health centers offer mental/behavioral health counseling. See page 69 for a listing of health centers.

Family Service of Rhode Island

Family Service provides outpatient counseling and psychiatric services at offices in Providence, North Kingstown, and Westerly.

Phone: 331-1350 x3162**Address:** Intake Office, 55 Hope Street, Providence, RI 02904**Website:** www.familyserviceri.org

Jewish Family Service

Jewish Family Service of Rhode Island offers a comprehensive counseling program. The clinical staff provides therapy to individuals, couples, families, children, and the elderly and their families. Problems addressed include depression, anxiety, marriage, divorce, parenting, adolescence, stress, grief, relationships, and work-related issues.

Phone: 331-1244

Address: 959 North Main Street, Providence, RI 02904

Website: www.jfsri.org

Kent House, Inc.

Kent House provides non-medical behavioral health services specializing in the issues of substance abuse, family violence, and gambling.

Phone: 781-2700 **TTY:** 467-5733

Address: 2020 Elmwood Avenue, Warwick, RI 02888

Website: www.kenthouseinc.org

Mental Health Association of Rhode Island

The Mental Health Association of Rhode Island provides information and referral for mental health services and support groups.

Phone: 726-2285

Address: 500 Prospect Street, Pawtucket, RI 02860

National Suicide Prevention Lifeline

Phone: 1-800-273-TALK (8255)

Rhode Island Hospital and the Miriam Hospital Geriatric Psychiatric Outpatient Program

Phone: 793-4300

Address: 593 Eddy Street, Providence, RI 02903

Samaritans of Rhode Island

The Samaritans of Rhode Island is a suicide prevention program that works with people before they become suicidal and with those who are thinking of suicide.

Phone: 272-4044 or 1-800-365-4044

Website: www.samaritansri.org

Veterans National Suicide Prevention Lifeline

The National Suicide Prevention Lifeline has a service

specifically for US Veterans.
Phone: 1-800-273-TALK (8255) x1

Medical Detoxification Programs

These programs are staffed by professionals who have special skills in helping substance abusers and their families deal with the physical and emotional problems caused by addiction and substance abuse. Treatment is always confidential. The following sites offer medical detoxification:

Butler Hospital

Phone: 455-6214
Address: 345 Blackstone Boulevard, Providence, RI 02906
Website: www.butler.org

Roger Williams Medical Center Behavioral Health

Phone: 1-800-252-6466
Address: 825 Chalkstone Avenue, Providence, RI 02908
Website: www.rwmc.org

SSTAR of Rhode Island Detoxification Services

Phone: 294-6160 **Emergency phone:** 1-800-747-6237
Address: 1959 Tower Hill Road, North Kingstown, RI 02852
Website: www.sstar.org

Geriatric Psychiatry

The following three hospitals in Rhode Island have geriatric psychiatry (acute inpatient) units with mental health services tailored specifically for older persons.

Butler Hospital Senior Treatment Unit

The Senior Treatment Unit is a 22 bed program treating adults from age 65. They provide assessment and stabilization for depression, memory loss, behavioral difficulties, and many other psychiatric diagnoses.

Phone: 455-6214
Address: 345 Blackstone Boulevard, Providence, RI 02906
Website: www.butler.org

Our Lady of Fatima Hospital Geriatric Psychiatry

Phone: 456-3183

Address: 200 High Service Avenue, North Providence, RI 02904
Website: www.fatimahospital.com

Roger Williams Medical Center

Phone: 456-2000

Address: 825 Chalkstone Avenue, Providence, RI 02908

Website: www.rwmc.org

NURSING HOMES/ LONG TERM CARE

Sometimes nursing home care, or long term care, is needed to provide a safe environment for people who require 24-hour care. This section provides resources for those who are looking to find nursing home care or who need assistance in resolving a problem at a nursing home.

Medicare and Medical Assistance (Medicaid)

Medicare offers limited skilled nursing facility care when certain conditions are met. The Department of Human Services also can help with Medicaid payment for nursing homes when the requirements are met. Call a Department of Human Services long-term care office for information about Medical Assistance (Medicaid) and nursing home care. Area offices include:

Cranston

Phone: 462-5182

East Providence

Phone: 222-7311

Newport

Phone: 849-6000

Providence**Phone for Nursing Home Unit:** 462-2400**Phone for Waiver/Adult Services Unit:** 222-7000**Woonsocket****Phone:** 235-6300**Website for DHS:** www.dhs.state.ri.us**Alliance for Better Long Term Care-Long Term Care Ombudsman**

The Alliance for Better Long Term Care serves as the state's long term care ombudsman, offering mediation and problem-solving. See page 116 for more information about the Alliance.

Phone: 785-3340**Address:** 422 Post Road, Warwick, RI 02888**DEA Medical Assistance and Paying for Nursing Home Care Booklet**

The Medical Assistance and Paying for Nursing Home Care booklet is available from the Department of Elderly Affairs.

Phone: 462-3000**Address:** John O. Pastore Center, Hazard Building,
74 West Road, Cranston, RI 02920**Website:** www.dea.state.ri.us**Medicare Nursing Home Comparisons**

Information is available regarding the quality of care in local nursing homes. Among the measurements used are management of pain, nutrition, infections, the use of physical restraints, and other standards.

Phone: 1-800-MEDICARE (1-800-633-4227) **TTY:** 1-877-486-2048**Website:** www.medicare.gov (Click on the "Nursing Home Compare" link. Information is available by states).**Rhode Island Association of Facilities and Services for the Aging (RIAFSA)**

The Rhode Island Association of Facilities and Services for the Aging can also provide information about nursing home care.

Phone: 490-7612**Address:** 225 Chapman Street, Providence, RI 02905**Website:** www.riafsa.org

Rhode Island Department of Health

The Department of Health maintains a list of nursing homes and investigates patient abuse. Nursing home comparisons are also available online at the RI Department of Health.

Phone: 222-2566

Website: www.health.ri.gov (Click on the "Nursing Home Compare" link).

Rhode Island Health Care Association

The Rhode Island Health Care Association is another source of information about nursing home care.

Phone: 732-9333

Address: 57 Kilvert Street, Suite 200, Warwick, RI 02886

Website: www.rihca.com

OMBUDSMAN PROGRAMS

Alliance for Better Long Term Care

The state's Long Term Care Ombudsman Office is run by the Alliance for Better Long Term Care. The ombudsman program advocates, mediates, and helps to solve problems for residents of nursing homes, assisted living facilities, and those receiving home care or hospice services. The state ombudsman is also responsible for investigating complaints of inadequate care and abuse suffered by elders who are using long-term care services. All reports of abuse and neglect are confidential. You can call for more information or to file a report.

The assisted living ombudsman serves as an advocate for persons in assisted living, boarding facilities, and residential care homes. In addition to advocating for residents and helping them to solve problems related to their living conditions, the assisted living ombudsman also provides information and counseling to seniors and family members on choosing an appropriate facility.

The home care ombudsman serves as an advocate, mediator, and

problem-solver for persons receiving services from licensed home health care agencies and/or hospice services. The home care ombudsman also investigates complaints of abuse or inadequate or poor services in the areas of care which the senior or their family has not been able to resolve with the provider agency.

The Alliance for Better Long Term Care also promotes the quality of life for residents of nursing homes and other long term care facilities through the Building Bridges program. Building Bridges is an intergenerational program which places students in social contact with residents of long term care facilities. Children regularly visit area nursing homes and develop a warm, natural relationship with the residents and the residents offer the children a different perspective on the lessons of life.

Phone: 785-3340

Address: 422 Post Road, Warwick, RI 02888

National website: www.ltcombudsman.org

PHYSICAL FITNESS

Senior Centers

Many senior centers offer free physical fitness classes as part of membership. Refer to page 124 of this manual for a listing of senior centers.

YMCAs

Rhode Island's YMCAs offer a number of programs for seniors, including health and wellness, exercise and recreation, water aerobics, and educational programs. Contact the YMCAs below for more specific information.

Newport County YMCA

Phone: 847-9200

Address: 792 Valley Road, Middletown, RI 02842

Website: www.newportymca.org

Smithfield YMCA**Phone:** 949-2480**Address:** 15 Deerfield Drive, Greenville, RI 02828**Website:** www.ymca1.org**YMCA of Greater Providence**

YMCA of Greater Providence has branches in Barrington, Cranston, the East Side/Mount Hope area of Providence, Warwick, Seekonk, Peace Dale, and North Kingstown.

Phone: 521-9622**Website:** www.ymcagreaterprovidence.org**YMCA of Greater Woonsocket****Phone:** 769-0791**Address:** 18 Federal Street, Woonsocket, RI 02895**Website:** www.woonymca.org

Note: Several health insurance plans offer local gym membership for a small fee.

PUBLICATIONS AND TELEVISION PROGRAMS OF DEA

The Department of Elderly Affairs (DEA) sponsors several publications and a cable television program which deal with the issues of growing older in Rhode Island.

The Rhode Island Senior Beat column appears in several daily and community newspapers each week. The column deals with topics such as Medicare and health insurance, pharmacy assistance, housing, health promotion, and other programs and services for elders.

The Older Rhode Islander is a four-page newspaper published each March, May, September, and December. Copies of this newspaper are available on the DEA web site at www.dea.state.ri.us.

The Information Memorandum is a compendium of news, trainings, events, and resources sent to members of the Rhode Island aging network. It is published several times a year.

The Senior Journal cable television program is produced by senior

volunteers and sponsored by DEA in cooperation with COX Communications. Programs are aired on Sundays at 5:00 p.m., Mondays at 7:00 p.m., and Tuesdays at 11:30 a.m. over Channel 13 and Verizon Channel 32.

For more information about these publications or programs, call the Department of Elderly Affairs.

Phone: 462-0509

Website: www.dea.state.ri.us

RESPIRE CARE

Respite Care Services

Respite is temporary care for seniors, designed to provide relief to caregivers. Respite Care Services offers two programs.

The Subsidized Respite Program provides relief to primary caregivers who live with someone 55 years or older who is in need of personal care assistance. In-home respite, adult day services, and overnight stays in assisted living facilities are provided on a cost-sharing basis. The program provides a safe environment and help with tasks such as personal care and grooming; activities, recreation, and physical exercise; meals and snacks; health monitoring; and socialization.

Through the Homemaking Program, homemakers are available for a reduced hourly rate to anyone 55 or older and adults with disabilities of any age whose incomes are within the guidelines of the RIPAE program. This program recruits, trains, and matches respite homemakers with eligible clients. Homemakers can provide assistance with home maintenance or companionship.

Phone: 421-7833 x4

Address: 184 Broad Street, Providence, RI 02903

AARP Foundation Grandparenting Program

The AARP Foundation Grandparenting Program has a variety of resources to help grandparents in various family roles, and for the professionals who work with them. The Program's goal is to ensure that grandparents and grandchildren have access to resources that strengthen their health, finances, and family connections. The Program provides information, referral, and

outreach for grandparents, including grandparents providing childcare for their grandchildren; grandparents raising grandchildren full-time; grandparents who have problems with visiting their grandchildren; and grandparents who want to have a positive role in their grandchildren's lives.

Phone: 1-888-472-6318

Website: www.aarp.org/families/grandparents/gic

Adult Day Services

There are a number of Adult Day Service Centers across the state that provide respite for caregivers. See page 7 of this manual for a listing.

KIDKAMP Connection

KIDKAMP Connection, run through the Department of Elderly Affairs, gives respite to the caregiver 60 and older. Scholarships are available for children 18 and under to participate in recreational and educational programs during school and summer vacations and on some Saturdays.

Phone: 462-3000

Website: www.dea.state.ri.us

Seniors Helping Others (SHO)

Seniors Helping Others volunteer organization provides respite help, among other services.

Phone: 789-2362

Address: 25 St. Dominic Road, Wakefield, RI 02879

Website: www.southernrivol.org

SENIOR CENTERS

Senior centers offer volunteer opportunities, recreation, group activities, counseling, information and referral, and continuing education. Most provide hot lunches, outreach, transportation, and health services.

Barrington Senior Center**Phone:** 247-1926**Address:** 281 County Road, Barrington, RI 02806**Website:** www.ci.barrington.ri.us**Bristol: Benjamin Church Senior Center****Phone:** 253-8458**Address:** 1020 Hope Street, Bristol, RI 02809**Central Falls: Channel One/Ralph J. Holden Community Center****Phone:** 727-7425**Address:** 361 Cowden Street, Central Falls, RI 02863**Website:** www.channeloneralphholden.org**Charlestown Senior Center****Phone:** 364-9955**Address:** 100 Park Lane, Charlestown, RI 02813**Website:** www.charlestownri.org**Coventry Senior Center****Phone:** 822-9175**Address:** 50 Wood Street, Coventry, RI 02816**Website:** www.town.coventry.ri.us**Cranston Senior Center****Phone:** 780-6000 x8**Address:** 1070 Cranston Street, Cranston, RI 02920**Cumberland Senior Center****Phone:** 334-2555**Address:** 1464 Diamond Hill Road, Cumberland, RI 02864**Website:** www.cumberlandri.org/senior.htm**East Greenwich Senior Services****Phone:** 886-8669**Address:** 125 Main Street, East Greenwich, RI 02818**East Providence Senior Center****Phone:** 435-7800**Address:** 610 Waterman Avenue, East Providence, RI 02914**Website:** www.cityofeastprov.com

Hopkinton Center**Phone:** 377-7795**Address:** P.O. Box 314, Hopkinton, RI 02804**Jamestown Senior Center****Phone:** 423-2658**Address:** 6 West Street, Jamestown, RI 02835**Johnston Senior Center****Phone:** 944-3343**Address:** 1291 Hartford Avenue, Johnston, RI 02919**Website:** www.johnstonsc.net**Lincoln Senior Center****Phone:** 723-3270**Address:** 40 Chapel Street, Lincoln, RI 02865**Website:** www.lincolnri.org/departments/seniorcenter.asp**Middletown Senior Center****Phone:** 849-8823**Address:** 650 Green End Avenue, Middletown, RI 02842**Website:** www.middletownri.com/senior**Narragansett Senior Center****Phone:** 782-0675**Address:** 53 Mumford Road, Narragansett, RI 02882**Website:** www.narragansettri.com/parks/senior.htm**Newport: Edward King House****Phone:** 846-7426**Address:** 35 King Street, Newport, RI 02840**Website:** www.theedwardkinghouse.com**Newport: Martin Luther King Center****Phone:** 846-4828**Address:** 20 Dr. Marcus Wheatland Boulevard, Newport, RI 02840**North Kingstown Senior Center****Phone:** 268-1590**Address:** 10 Beach Street, North Kingstown, RI 02852**Website:** www.northkingstown.org/senior

North Providence: Salvatore Mancini Center

Phone: 231-0742

Address: 2 Atlantic Boulevard, North Providence, RI 02911

Website: www.smrac.com

North Providence: Steven N. Picillo Community Center

Phone: 723-7730

Address: 2 Volturmo Street, North Providence, RI 02904

Website: www.fogartycenter.org

Pawtucket: Leon Mathieu Senior Center

Phone: 728-5480

Address: 420 Main Street, Pawtucket, RI 02860

Website: www.blackstonehealth.org

Portsmouth Senior Center

Phone: 683-4106

Address: 110 Bristol Ferry Road, Portsmouth, RI 02871

Website: www.portsmouthri.com/frames.htm

Providence: Capital City Senior Programs

Phone: 455-3888

Address: 1085 Chalkstone Avenue, Providence, RI 02908

Website: www.capcities.org

Providence: DaVinci Community Center

Phone: 272-7474

Address: 470 Charles Street, Providence, RI 02904

Website: www.davincicenter.org

Providence: Federal Hill House

Phone: 421-4722

Address: 9 Courtland Street, Providence, RI 02903

Website: www.federalhillhouse.org

Providence: Fox Point Senior Center

Phone: 751-2217

Address: 90 Ives Street, Providence, RI 02906

Providence: Hamilton House

Phone: 831-1800

Address: 276 Angell Street, Providence, RI 02906

Website: www.historichamilton.com

Providence: Hartford Park Senior Center

Phone: 521-0051

Address: 40 Laurel Hill Avenue, Providence, RI 02909

Providence: Jewish Community Center of RI

Phone: 861-8800

Address: 401 Elmgrove Avenue, Providence, RI 02906

Website: www.jccri.org

Providence: Nickerson House Community Center

Phone: 351-2241

Address: 133 Delaine Street, Providence, RI 02909

Website: www.nickersoncc.org

Providence: St. Martin dePorres Senior Center

Phone: 274-6783

Address: 160 Cranston Street, Providence, RI 02907

Providence: Silver Lake Center

Phone: 944-8300

Address: 529 Plainfield Street, Providence, RI 02909

Providence: Washington Park Center

Phone: 461-6650

Address: 42 Jillson Street, Providence, RI 02905

Providence: West End Community Center

Phone: 781-4242

Address: 109 Bucklin Street, Providence, RI 02907

Providence: Westminster Senior Center

Phone: 274-6900

Address: 133 Mathewson Street, Providence, RI 02903

Richmond Senior Center

Phone: 539-6144

Address: 1168 Main Street, Wyoming, RI 02898

Scituate Senior Center

Phone: 647-2662

Address: 1315 Chopmist Hill Road, Scituate, RI 02857

Website: www.scituateri.org/senior.htm

Smithfield Senior Center

Phone: 949-4590

Address: 1 William J. Hawkins Trail, Smithfield, RI 02828

Website: www.smithfieldri.com/seniorcenter.htm

South Kingstown: The Center

Phone: 789-0268

Address: 25 St. Dominic Road, South Kingstown, RI 02879

Website: www.southkingstownri.com/seniors

Tiverton Senior Center

Phone: 625-6790

Address: 207 Canonicus Road, Tiverton, RI 02878

Website: www.tiverton.ri.gov

Warren Senior Center

Phone: 247-1930

Address: 20 Libby Lane, Warren, RI 02885

Website: www.townofwarren-ri.gov

Warwick: JONAH Community Center

Phone: 739-1305

Address: 830 Oakland Beach Avenue, Warwick, RI 02889

Warwick: Pilgrim Senior Center

Phone: 468-4090

Address: 27 Pilgrim Parkway, Warwick, RI 02888

Website: www.warwickri.gov/seniors.htm

West Warwick Senior Center

Phone: 822-4450

Address: 145 Washington Street, West Warwick, RI 02893

Westerly Senior Center

Phone: 596-2404

Address: 39 State Street, Westerly, RI 02891

Website: www.westerlyseniorcenter.org

Woonsocket Senior Services, Inc.

Phone: 766-3734

Address: 84 Social Street, Woonsocket, RI 02895

Website: www.seniorservicesri.org

SENIOR COMPANION PROGRAM

Rhode Island's Senior Companion Program is funded by the Corporation for National and Community Service and is sponsored by the Department of Elderly Affairs. All volunteers are 60 and over, have limited income and receive a tax-free stipend and other benefits while serving clients 20 hours weekly.

Senior Companion Program volunteers serve frail, isolated older adults in their own homes, adult day centers and other community sites. They help solve problems and bolster self-esteem.

While they are not social workers and don't provide home care or transportation, Senior Companions help their friends live with added zest.

In an average week, Senior Companions visit with almost 500 elders. Over the course of more than 30 years of service to Rhode Island's seniors, volunteers have dedicated more than 1 million hours of friendship, compassion and one-to-one human contact to those in need of a helping hand.

Phone: 462-0569

SOCIAL SECURITY

Under the 2009 guidelines, Social Security beneficiaries under 65 may earn up to \$14,160 without affecting their benefits. There is no earnings limit for workers 65 or older. Workers reaching full retirement may earn up to \$37,680 in the months before full retirement and still receive all their benefits for that year.

Social Security Administration

The Social Security Administration is the primary source of information for Social Security, Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), and Medicare enrollment. The Personal Earnings and Benefit Estimate Statement provides workers with a year by year record of their earnings and an estimate of their Social Security benefits.

Phone: 1-800-772-1213 **TTY:** 1-800-325-0778

Hours of operation: Monday-Friday 7:00 a.m.-7:00p.m.;

automated phone service 24 hours/day

Website: www.ssa.gov

Local Social Security Offices

Local Social Security offices are open Monday through Friday 9:00a.m.- 4:00p.m. The offices accept walk-ins for applying for Social Security, Supplemental Security Income (SSI), and Medicare enrollment. You can call ahead for an appointment, which will reduce your wait time in the office. You can also find forms to complete on-line at the national website listed above. Local offices are located at:

Newport

Phone: 849-3487

Address: 130 Bellevue Avenue, Newport, RI 02840

Pawtucket

Phone: 724-9611

Address: 4 Pleasant Street, Pawtucket, RI 02860

Providence

Phone: 528-4501

Address: 380 Westminster Street, Room 318, Providence, RI 02903

Warwick

Phone: 822-1463

Address: 30 Quaker Lane, First Floor, Warwick, RI 02886

Woonsocket

Phone: 766-8423

Address: Pavillion Plaza, 2168 Diamond Hill Road,
Woonsocket, RI 02895

Office of Rehabilitative Services-Disability Determination Services

While applications for Social Security disability are taken in the local field offices, the medical decisions are made in each state by a disability determination service. The Rhode Island Office of Rehabilitative Services administers the Disability Determination Services for the Social Security Administration. This unit determines the medical eligibility of individuals with disabilities applying for cash benefits.

Phone: 222-3182 **TTY:** 421-7016

Address: 40 Fountain Street, Providence, RI 02903
Website: www.ors.ri.gov

SUPPLEMENTAL SECURITY INCOME (SSI)

Supplemental Security Income (SSI) provides supplemental cash payments for qualified persons 65 and older, persons who are blind, and adults with disabilities. SSI recipients are eligible for Medical Assistance, homemaker services if determined to be necessary, moving expenses, a discount on telephone service, hearing aids if necessary, reduced electric rates, and assistance from a social worker. SSI recipients may have earnings up to \$65/month before SSI benefits are affected. These are the current SSI payment levels for Rhode Island residents whose only income is SSI:

	Individual	Couple
In own household:	\$733.92	\$1,110.38
In another person's household:	\$521.26	\$791.30
In an assisted living facility:	\$1,412	
Resources:	\$2,000	\$3,000
Face value of life insurance:		\$1,500 per person

Note: The first \$20 per month income is not counted when determining SSI eligibility.

Social Security Administration

Apply for SSI through the Social Security Administration.

Phone: 1-800-772-1213 **TTY:** 1-800-325-0778

Hours of operation: Monday-Friday 7:00 a.m.-7:00p.m.;
automated phone service 24 hours/day

Website: www.ssa.gov

Local Social Security Offices

You can also apply for SSI at Rhode Island's local social security offices, which are open Monday through Friday 9:00a.m.-4:00p.m. The offices accept walk-ins or you can call ahead for an appointment, which will reduce your wait time in the office. You can also find forms to complete on-line at the national website listed above. See page 131 for a listing of local offices.

TAX INFORMATION

Many Rhode Island cities and towns offer some type of property tax relief to their older residents who meet age, income, and residency requirements. Inquire at your city or town hall.

Rhode Island resident homeowners and renters with household incomes not exceeding \$30,000 may receive up to \$300 through the Rhode Island Property Tax Relief Program. Applications for the Rhode Island Property Tax Relief Program (Form RI1040H) must be filed between January 1 and April 15.

Veterans may also be eligible for a tax exemption. Inquire at your city or town hall.

AARP Tax Aide Program — (THE POINT)

The AARP Tax Aide program provides information and assistance with completing tax returns between February 1 and April 15 at numerous sites around the state. Call THE POINT to get a list of AARP tax assistance sites.

Phone: 462-4444 **TTY:** 462-4445

Address: 171 Service Road, Warwick, RI 02886

Hours of operation: M, W, F 8:30 a.m. to 4:00 p.m/
T, Th 8:30 a.m. to 7:00 p.m.

Website: www.ThePointRI.org

Internal Revenue Service

Information regarding federal taxes is available from the Internal Revenue Service.

Phone: 1-800-829-1040 **Forms only phone:** 1-800-829-3676

Providence phone (recorded message only): 525-4282

Providence address: 380 Westminster Street, Providence, RI 02903

Warwick phone (recorded message only): 826-4797

Warwick address: 60 Quaker Lane, Warwick, RI 02886

Website: www.irs.gov

Rhode Island Division of Taxation

Information and assistance with state income taxes is available from the Rhode Island Division of Taxation.

Phone: 574-8829 **Forms only phone:** 574-8970

Address: One Capitol Hill, Providence, RI 02908

Website: www.tax.state.ri.us

Senior Centers

Some senior centers can help in filing Rhode Island Property Tax Relief 1040H forms. See page 124 of this manual for a listing of senior centers.

TRANSPORTATION

RIPTA BUS Passes

Rhode Island Public Transportation Authority (RIPTA) bus passes cost residents 65 or older \$10 and are valid for 5 years.

Qualified riders who have a disability pay \$10 for their 5-year pass. Pass holders pay half-fare on off-peak hours, weekends, and holidays. Bus pass holders enrolled in Medical Assistance (Medicaid) or RIPAE or who have incomes within the RIPAE Level One income guidelines (\$19,785 annually for an individual and \$24,735 for a married couple) may apply for the No Fare program and ride free during all hours. Replacement cards cost \$10 for the first replacement and \$15 for subsequent replacements.

Phone: 784-9500 x604

Address: 25 Melrose Street, Providence, RI 02907

Website: www.ripta.com

RIde Program

RIPTA's RIde program provides transportation services to those 60 and older and adults with disabilities under 60 who meet certain criteria. Transportation is generally available weekdays from 10:00 a.m. to 2:00 p.m. for doctors' appointments, therapy, medical tests, adult day care, kidney dialysis, cancer treatments, and meal site lunches. There is a \$2 fee per ride. A roundtrip is \$4. Adult day service clients and persons on Medical Assistance (Medicaid) are not charged any fees. Call RIde seven business days prior to appointments to arrange for transportation. Transportation can be booked Monday through Friday from 8:00 a.m. to 4:30 p.m. via telephone.

Phone: 461-9760 or 1-800-479-6902

Address: 25 Melrose Street, Providence, RI 02907

Website: www.ripta.com

Americans With Disabilities Paratransit

Rhode Islanders of any age who have a disability may be eligible for the Americans with Disabilities Act (ADA) Paratransit Services from the Rhode Island Public Transportation Authority (RIPTA) curb-to-curb transportation service if their disability prevents them from using regular RIPTA bus service. This service is provided along existing RIPTA bus routes at a cost of twice the standard bus rate for all riders (currently \$3.50 each way). You must register for the program, either over the phone or by submitting an application to the office.

Phone: 784-9500

Address: 25 Melrose Street, Providence, RI 02907

Website: www.ripta.com

Cities and Towns Senior Transportation

Some communities offer senior transportation for non-medical destinations, such as the grocery store. Call your local senior center to inquire about non-medical transportation. See page 124 of this manual for a listing of senior center phone numbers.

Department of Human Services (DHS)

The Department of Human Services will help persons who are enrolled in Medicaid arrange suitable non-emergency transportation for covered services.

Phone: 784-3899

Seniors Helping Others (SHO)

Seniors Helping Others volunteer organization provides transportation to medical, dental, and therapy appointments, among other services.

Phone: 789-2362

Address: 25 St. Dominic Road, Wakefield, RI 02879

Website: www.southernrivol.org

VETERANS SERVICES

Rhode Island Veterans Affairs Office

The Rhode Island Veterans Affairs Office provides many services for Rhode Island veterans and their families. They include:

- Benefits counseling
- Referral to community support services
- Burial services at the RI Veterans Cemetery
- Services for homeless veterans
- RI Veterans Home

Phone: 253-8000, x495

Address: 480 Metacom Avenue, Bristol, RI 02809

Website: www.dhs.ri.gov

Middletown VA Community Based Outpatient Clinic

This facility provides comprehensive primary health care to veterans residing in Newport, Bristol, and Washington counties.

Phone: 847-6239

Address: One Corporate Place at West Main and Northgate, Middletown, RI 02842

Website: www.providence.va.gov/riopc_mid.asp

Operation Stand Down

Operation Stand Down Rhode Island serves homeless and disabled veterans. Services include social service, counseling, and emergency and permanent housing.

Phone: 383-4730

Address: 1010 Hartford Avenue, Johnston, RI 02919

Website: www.osdri.com

**Providence Regional Office of the
Veterans Benefits Administration**

The Providence Regional Office of the Veterans Benefits Administration is responsible for the management of most non-medical benefits provided by the Veterans Benefits Administration, including compensation, pension, vocational rehabilitation, and counseling. The Office coordinates the local benefit activities associated with education, home loan guaranty, and veterans life insurance.

Phone: 1-800-827-1000

Address: 380 Westminster Street, Providence, RI 02903

Website: www.va.gov

Providence VA Medical Center

The Providence VA Medical Center is dedicated to providing high quality comprehensive outpatient and inpatient health care to veterans residing in Rhode Island and southeastern Massachusetts.

Phone: 1-866-590-2976

Address: 830 Chalkstone Avenue, Providence, RI 02908

Website: www.providence.va.gov

Rhode Island Veterans Cemetery

The Rhode Island Veterans Cemetery is located in Exeter. Call for approval and eligibility for burial.

Phone: 268-3088

Address: 301 South County Trail, Exeter, RI 02822

Website: www.dhs.state.ri.us/dhs/dvetceme.htm

Rhode Island Veterans Home

The mission of the Rhode Island Veterans Home is to provide quality nursing and residential care to those Rhode Island war veterans in need. Social, medical, nursing, and rehabilitative services are also provided to veterans and their survivors and/or dependents.

Phone: 253-8000 x495

Address: 480 Metacom Avenue, Bristol, RI 02809

Website: www.dhs.state.ri.us/dhs/dvethome.htm

US Department of Veterans Affairs

The Department of Veterans Affairs offers wellness programs, health care services, hospitalization, substance abuse and addiction treatment, and other support programs. The Department also hosts the Center for Women Veterans, Homeless Assistance

Program, and other initiatives to enhance the quality of life for those who have served their country in the armed forces.

Phone: 1-800-827-1000

Veterans Resource and Recovery Center

The Veterans Resource and Recovery Center provides an array of vocational and supportive services for veterans with barriers to employment and/or with a disability. An orientation program explaining the Center's programs and services is conducted weekly on alternate Mondays and Wednesdays.

Phone: 273-7100 x3413

Address: 830 Chalkstone Avenue, Providence, RI 02908

Website: www.providence.va.gov/Veterans_Resource_Center.asp

Veteran Service Offices

Address: All VSO Offices are located at 380 Westminster Street, Providence, RI 02903

American Legion Office: Walter Pytka, VSO

Phone: 223-3687

Veterans of Foreign Wars: James Boardman, VSO

Phone: 223-3689

Vietnam Veterans of America:

Richard Leveque or Peter McCaffrey, VSO

Phone: 223-3692 or 223-3693

Disabled American Veterans: Richard Vaccari, VSO

Phone: 223-3695

American Veterans of WWII, Korean and Vietnam:

Ron Briar, VSO

Phone: 223-3702

Military Order of the Purple Heart: Frank J. Cardillo, VSO

Phone: 223-3663

Warwick Vet Center

The Vet Center provides readjustment counseling and outreach services to all veterans who served in any combat zone. Bereavement counseling and counseling for military related sexual abuse or harassment is also available. Family members and/or significant others can be seen at the Vet Center for military

related issues. There is no cost to the veteran or family for these services.

Phone: 739-0167

Address: 2038 Warwick Avenue, Warwick, RI 02889

Website: www.providence.va.gov/Vet_Center.asp

VISUALLY IMPAIRED AND BLIND SERVICES

EyeCare America Seniors Program

Any resident 65 or older who does not have an ophthalmologist can receive no-cost medical eye care services through this program.

Phone: 1-800-222-EYES (3937)

IN-SIGHT

IN-SIGHT helps blind and visually impaired people develop skills in communication, mobility, orientation, self-care, and homemaking. IN-SIGHT Radio broadcasts readings of newspapers, magazines, and books for the blind and visually impaired.

Phone: 941-3322

Address: 43 Jefferson Boulevard, Warwick, RI 02888

Website: www.in-sight.org

National Federation of the Blind of RI

This is the state's affiliate of the National Federation of the Blind.

Phone: 433-2606

Website: www.nfbri.org

Rhode Island Talking Books Plus

Persons who have a visual impairment or physical disability that hinders them from using traditional library materials may borrow books and magazines in large print, Braille, or talking books on cassette or disc, free of charge, through this organization.

Phone: 574-9310

Address: One Capitol Hill, Providence, RI 02908

Website: www.olis.ri.gov/tbp

Saving Sight

Saving Sight conducts glaucoma screening programs and public information campaigns to detect and fight causes of blindness.

Phone: 738-1150

Address: 982 West Shore Road, Warwick, RI 02889

Website: www.savingsightri.org

State Services for the Blind and Visually Impaired

This organization provides vocational rehabilitation, counseling, medical evaluation, home teaching, and other services.

Phone: 222-2300 **TTY:** 421-7016

Address: 40 Fountain Street, Providence, RI 02903

Website: www.ors.ri.gov

VOLUNTEER OPPORTUNITIES

RSVP

The Retired Senior Volunteer Program (RSVP) provides opportunities for persons 55 years and older to utilize their enthusiasm, skills, and experience in a volunteer capacity. For information, call these agencies:

Blackstone Valley RSVP

Phone: 723-4520

Address: 32 Goff Avenue, Pawtucket, RI 02860

Website: www.bvcap.org

Capitol Region RSVP

Phone: 421-4722

Address: 9 Courtland Street, Providence, RI 02909

Website: www.capitolregionrsvp.org

Cranston RSVP

Phone: 780-6180

Address: 1070 Cranston Street, Cranston, RI 02840

Website: www.cranstonri.com

Coventry Cares

Coventry Cares has a number of volunteer opportunities for people of all ages.

Phone: 822-9175

Address: 50 Wood Street, Coventry, RI 02816

East Bay RSVP

Phone: 435-7876

Address: 610 Waterman Avenue, East Providence, RI 02914

Website: www.ebcap.org

Westbay RSVP

Phone: 732-4666

Address: 218 Buttonwoods Avenue, Warwick, RI 02886

Website: www.westbaycap.org

RSVP of Northern Rhode Island

Phone: 766-2300

Address: 84 Social Street, Woonsocket, RI 02895

Other Resources

East Bay Foster Grandparent Program

The East Bay Foster Grandparent Program serves special needs children in the East Bay. There are volunteer opportunities for income eligible seniors 60 years of age and older who enjoy volunteering with children.

Phone: 435-7876

Address: 610 Waterman Avenue, East Providence, RI 02914

Website: www.ebcap.org

Foster Grandparent Program of Rhode Island

The Foster Grandparent Program of Rhode Island serves special needs children statewide. Grandparents serve in residential and community settings such as schools, day care centers, and hospitals.

Phone: 822-4450

Address: 145 Washington Street, West Warwick, RI 02893

Neighborhood Friendly Visitor Program

The Neighborhood Friendly Visitor Program provides companionship and friendly support to homebound elderly persons across the state. Volunteers visit, read, write letters, and chat with people who are homebound who benefit from regular social contact. This program welcomes seniors who wish to volunteer their time for a few hours each week. Homebound seniors may also call to find out about getting a visitor.

Phone: 421-7833 x4

Address: 184 Broad Street, Providence, RI 02903

Providence Foster Grandparent Program

The Providence Foster Grandparent Program serves special needs children in the capital city.

Phone: 421-1095

Address: 9 Courtland Street, Providence, RI 02909

SCORE-Counselors to America's Small Business

SCORE-Counselors to America's Small Business is a non-profit organization of active and retired business executives that offers

free, confidential advice for persons who are starting or operating

a small business.

Phone: 528-4561

Address: 350 Westminster Street, Providence, RI 02903

Website: www.score.org

Seniors Helping Others (SHO)

Seniors Helping Others volunteer organization provides visitation, among other services.

Phone: 789-2362

Address: 25 St. Dominic Road, Wakefield, RI 02879

Website: www.southernrivol.org

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